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This report contains the results of a study to design a communications network to facilitate interloan procedures in the three public library systems of New York City--the Brooklyn Public Library, Queens Borough Public Library, and New York Public Library. Methods employed for the study include interviews with appropriate library personnel, analysis of relevant system data, and review of alternative communications equipment for the interloan network. Recommendations are that: (1) each of the libraries with special interbranch loan collections should install telex equipment, (2) the three libraries should not install data communications equipment in the agencies and collections of their systems at this time, (3) the three libraries should interconnect their central interbranch loan units with telex equipment and establish a cooperative intersystem loan procedure, (4) a pilot project to test intersystem borrowing should be conducted, and (5) requests for holdings information should be serviced by providing the patron with the union catalog telephone number. Appendixes present extensive data on current interloan procedures in each of the library systems and the potential for intersystem loan. (JB)

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INTERLOAN PROCEDURES IN THE PUBLIC LIBRARIES OF NEW YORK CITY

A Survey Conducted for the Brooklyn Public Library
the Queens Borough Public Library and The New York Public Library

Nelson Associates, Inc.
May 1966

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May 31, 1966

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Gentlemen:

We are pleased to submit herewith our final report on interloan procedures in the public library systems of New York City and our recommendations for the future development of these services in the three libraries.

Throughout the course of this survey, we have enjoyed the full cooperation of the public service staffs of your libraries and wish particularly to express our appreciation to those who have responsibility for the performance of the functions included in this study. We now stand ready to assist in any way you may think appropriate the implementation of all or parts of the recommendations made in this report.

Yours very truly,

NELSON ASSOCIATES, INCORPORATED

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INTRODUCTION

This report contains the results of a study to design a communications network to facilitate interloan and/or requests for holdings information in the three public library systems in New York City—the Brooklyn Public Library, the Queens Borough Public Library and The New York Public Library—undertaken in the Spring of 1966.

Five basic objectives were established for the study:

1. to determine the optimum network (i.e., hierarchy of searches) for satisfying the needs of a public library patron in New York City who does not find the book(s) he wants on the shelves of the agency he visits and who wishes that agency to secure the desired material through interloan;
2. to propose the communications equipment this network should utilize for transmitting requests, searches and responses;
3. to describe under what circumstances and in what manner this network should be used to provide city-wide data in response to telephone and in-person requests for holdings information;
4. to prescribe the system compensations, if any, that should govern intersystem lending resulting from the establishment of any recommended network; and,
5. to suggest how any recommended communications network should be organized and prepare an approximate timetable for implementing the plan.

The scope of the study was defined to include an assessment of future interloan requirements within and among the three library systems as a factor in the basic network design.

The Reference Department of The New York Public Library is not included in the scope of the survey.

The methods employed in pursuit of the objectives outlined above included:

- interviews with personnel of the interbranch loan units in each system, with public service, technical processing and telephone reference personnel in each system center, with librarians at regional or district libraries in each system and with a selected sample of agency librarians throughout the city;
- analysis of system data relevant to current and historical patterns of interlibrary and interbranch loan and telephone requests for holdings information, including, if available, data on the percentage of requests that are filled at the system level and the average time required to effect an interbranch loan; and,
- review of alternative communications equipment for the interloan network with special emphasis on the cost, speed and volume capacity of the various available devices.

The body of this report contains the findings, conclusions and recommendations of the study. The supporting appendixes present the details of data obtained in the course of the intensive analysis of current interloan procedures in each of the library systems.

Grateful acknowledgment is made of the untiring cooperation and assistance of numerous staff members of the three public libraries. Special thanks are due to Walter Curley, Director of the Suffolk Cooperative Library System and Robert D. Smith of the Engineering Staff of the New York Telephone Company for their invaluable guidance in the investigation and evaluation of alternative communications equipment.

TEXT

The sections which follow present the findings, conclusions and recommendations of the study. This discussion relies heavily upon the detailed descriptions of interloan procedures in the three public libraries contained in the Appendixes A, B and C. For each system, the relevant appendix reviews the types of interloan requests handled by the system, the volume of such requests, the procedures followed in processing interbranch loan requests, the nature of current interbranch loan communications, the time required to fill requests for material through interbranch loan, the forms used in the processing of interbranch loan requests, the system's experience with interlibrary loan requests and, finally, the servicing of telephone calls of inquiry to the system's union or public catalog. In addition, each appendix contains an extensive flow chart that depicts the hierarchy of searches, preparation of forms, system communications and professional efforts that may result from the most common type of interbranch loan request, the author/title request.

INTERLOAN ACTIVITIES

The interloan activities in the public libraries of New York City that were of prime concern in this survey include the handling of requests for material on interlibrary loan originating within each of the systems and the processing of system interbranch loans. Activities related to the handling of interlibrary loan requests received from sources outside the immediate service areas of the three libraries were not part of the focus of the study.

Each library maintains an interbranch loan (IBL) office or department as the central coordinating unit for meeting the interlibrary and interbranch loan requirements of the patrons of the system. As the appendixes indicate, however, the servicing of patrons' requests for materials on interlibrary loan constitutes a minute percentage of the work load of the IBL offices. The task of all three units is almost exclusively the processing of requests for material on interbranch loan.

The three systems receive a combined total of approximately 205,000 interbranch loan requests annually. These requests fall into several distinct categories. Depending on the system, a particular request will be one of the following types: author/title, subject, picture, foreign language title, music score or multiple copy request. These requests are distinguished not only in the nature of the material requested but also in the procedures followed in attempting to fill them. Just as interbranch loan requests account for the great bulk of system interloan activity, so too do author/title requests represent the major portion of interbranch loan operations in the three libraries.

The libraries are able to fill an estimated 78% to 87% of the requests received for material on interbranch loan. The large majority of unfilled requests fall into the author/title category. The three libraries do not currently engage in intersystem borrowing to attempt to satisfy interbranch loan requests that cannot be filled in the system in which they originate. Such intersystem loaning experiments were carried out in the late 1950's and early 1960's but were discontinued as a result of procedural difficulties. As Appendix D indicates, the libraries could service as much as 15% to 25% of author/title requests that are unfilled because the desired material is not held if they established a cooperative procedure for intersystem loans. Such unfilled requests represent from 9% to 18.5% of all interbranch loan requests received.

The levels of interloan activity within and among the three systems would undoubtedly be altered in the event the libraries adopted union book catalogs to replace the non-union card catalogs in their agencies. It is unrealistic to predict, in advance of such a conversion, the precise nature and extent of the changed interloan demands.

SYSTEM DIFFERENCES IN INTERBRANCH LOAN PROCEDURES

The three systems exhibit wide differences in the procedures each has developed for the routing of author/title interbranch loan requests from neighborhood agencies to the central interbranch loan unit, for the distribution and transmission of requests from this central unit to agencies or collections holding the desired titles and for the placement of reserves in the course of processing requests against the resources of the system. These differences are the natural consequence of basic dissimilarities in the number and organization of service agencies in each library, in the historical development of agency collections and in the volume of interbranch loan requests generated by patrons of the system.

Thus, the library with the most agencies, the largest bookstock in its regional collections[1] and the highest annual volume of interbranch loan requests, routes agency requests through regional offices, distributes request forms from the central interbranch loan unit for shelf searching only to the regional collections, limits the circulation of requests that cannot be filled from a regional collection to a telephone procedure involving only a percentage of the agencies known to hold the title, and places reserves at the last stage in the request processing cycle. On the other hand, the library with significantly fewer agencies, no regional or central interbranch loan collections and an annual volume of interbranch loan requests that is less than 40% of the highest volume, routes agency requests directly to the central IBL office, provides for the rapid distribution of request forms for shelf searching to all agencies and collections in the system known to hold the title, culminates this circulation of requests among holding agencies with a comparatively extensive telephone procedure when unfilled requests are returned to the central unit, and places reserves at the last stage in the request processing cycle. The third library, with approximately the same number of agencies as the system just referred to, with regional collections and a central interbranch loan collection less than 30% of the bookstock of the regional collections of the first system referred to and the lowest annual volume of requests, routes agency requests through regional offices, precedes the distribution of request forms with a telephone procedure involving the regional and regional office agency collections, distributes request forms for shelf searching to all agencies in the system known to hold the title and places reserves at the earliest possible stage in the request processing cycle. The third library's interbranch loan procedure can be viewed as lying somewhere between those of the other two systems, combining, as it does, the use of regional backup collections along with a scheme for routing request forms to all agencies holding the title for shelf searching.

A comparative evaluation of the divergent procedures followed by each of the libraries in attempting to fill patrons' requests for material on interbranch loan is outside the scope of this study. It is pertinent, however, to indicate in general terms effects of the basic procedural differences outlined above and detailed in the appendixes on the time that is required to fill interbranch loan requests. The exclusive or nearly exclusive use of substantial reserve collections, either at the regional or central level, to meet interbranch loan requests provides the opportunity for very rapid servicing of a percentage of requests received but tends to increase the overall average time required to fill requests, since some portion of requests received can only be serviced by placing reserves on the desired titles at these collections. On the other hand, the complete or nearly complete reliance on the total resources of the agencies of the system to service interbranch loan requests reduces the average time required to fill requests, since fewer reserves tend to be placed to fill requests, but precludes very rapid servicing of most requests. Of course, the significance of the advantages and disadvantages of both approaches varies with increases in the volume of requests received, other things being equal. Generally speaking, as the volume increases in the first case, the number of requests filled by placing reserves against the backup collections also increases, thereby lengthening the average time required to service interbranch loans. As the volume increases in the second case, routing requests to all agencies in the system holding the title places excessive demands on agency staffs, resulting in greater delays. Unfortunately, the libraries have not maintained interbranch loan statistics in a form that would enable them to determine, at various levels of interbranch loan activity, the combination of regional collections and system-wide searching that would constitute the most effective approach for servicing patrons' interbranch loan requirements.

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[1] These collections are designed to supplement the resources of agencies within the region or system and are available to patrons only through interbranch or circuit loan.

The detailed descriptions of interbranch loan procedures and the system flow charts contained in Appendixes A, B and C provide a basis for reviewing the libraries' current practices in servicing requests. Each of the systems has developed some steps in the procedures which appear to reduce the amount of staff effort that must be expended and/or the average time required to service interbranch loans. A comparison by each library of the differences between its own practices and those followed in the other two systems may reveal opportunities for profitable revisions in current routines for processing interbranch loan requests.

RECOMMENDATIONS

The framework for the future development of interloan operations in the public libraries of New York City is seen within the context of the following recommendations.

Interbranch Loan Procedures

1. Each of the libraries with collections maintained specifically to service interbranch loan requests should install telex equipment for the transmission of requests, search orders and responses between those collections and the central interbranch loan office or department.

The libraries should install automatic send-receive TWX equipment having a rated capacity of 100 words-per-minute to effect these interconnections. Heavy-duty models of such equipment should be installed at the central IBL units and at any regional collection where the average total daily transmit-receive time exceeds three hours.

2. The three libraries should not undertake the widespread installation of data communications equipment in the agencies and collections of their systems at this time.

System-wide automation of interbranch loan procedures should follow, not precede, the libraries' development and implementation of computerized catalog production and maintenance and circulation control. Such computerization would provide, in machine readable form, the system-wide holdings and circulation data that are essential to the accomplishment of significant innovations in the interloan services available to patrons of the libraries.

The widespread introduction of telex or other data communications equipment prior to the availability of such central records would not so significantly reduce the time required to service interbranch loan requests as to justify either the equipment cost or the additional staff effort that would be required to operate and maintain such a complex network.

In the event the libraries undertake the computerization of catalog production and maintenance or circulation control, the basic data processing system design associated with such computerization should include provisions for the eventual automation of interbranch loan procedures.

Intersystem Loan

1. The three libraries should interconnect their central interbranch loan units with telex equipment and establish a cooperative procedure for intersystem loan as a logical extension of the interbranch loan services they provide public library patrons in New York City.[1]

Initially, this procedure should be restricted to the intersystem servicing of requests for materials on interbranch loan that are not held by the system in which the requests originate. At its inception, the procedure should not include provisions for the placement of reserves in the donor system when materials requested through intersystem loan are not available at the time requests are received.

Intersystem loan among the public libraries of New York City should be limited by the following regulations: a library should not request or be expected to lend categories of materials on intersystem loan that it will not provide on interbranch loan within its own system; and, a library should not request or be expected to lend specific materials on intersystem loan prior to the time when it makes those materials available on interbranch loan within its own system.

The libraries should view any additional expenses resulting from the development of intersystem loan as the cost of providing for their own patrons the expanded interloan services.

2. A pilot project should be undertaken, as soon as possible after the introduction of intersystem loan, to test the desirability of intersystem borrowing of immediately available material whenever the material to fill a patron's request is held but not immediately available in the system in which the request originates.

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[1] The two libraries with regional collections would transmit intersystem requests and responses on the telex equipment recommended for installation to connect their interbranch loan offices with those regional collections.

This project should be undertaken before consideration is given to any program for the placement of reserves in one system to fill interbranch loan requests originating in another.

Requests for Holdings Information

1. The libraries should not employ the proposed data communications equipment to transmit system-wide or city-wide holdings information in response to patron's telephone or in-person inquiries.

Patrons' requests for holdings information in a card catalog system are best serviced by providing the patron with the union catalog telephone number. Additional advertisement of the three systems' union catalog telephone numbers can be expected to encourage patrons to utilize more directly the resources of the systems in place of the initiation of interbranch loan requests.

The implementation of the recommendations contained in this report may present the three systems with opportunities to further standardize their interloan practices and data collection. Such opportunities should be viewed as constituting the first stage in the eventual mechanization of these services in the public libraries of New York City.

Appendix A

BROOKLYN PUBLIC LIBRARY

The Brooklyn Public Library is made up of 51 local service agencies; the central service agency, which is housed with the central administrative offices of the library in the Ingersoll Building; the Business Library, a special collection housed with the Brooklyn Heights agency; four non-fiction backup collections, intended to supplement the non-fiction holdings of agencies and to provide for the filling of non-fiction interbranch loan requests; and two bookmobiles.

The 51 local service agencies of the system are currently divided for administrative purposes into three regions: the Borough Park region, to which 18 agencies are assigned; the King's Highway region, with 15 agencies; and, the Williamsburgh region, with 18 agencies. Each region is administered from a regional office, housed with one of the service agencies in its region. Each regional office maintains a backup collection of non-fiction titles designed to augment the non-fiction holdings of the service agencies which are assigned to that regional office for interbranch loan purposes. These are, for the most part, the same agencies assigned to the regional office for administrative purposes, though the assignment of agencies to regional offices for interbranch loan purposes does not coincide completely with the assignment of agencies for administrative purposes. The 51 agencies are served by three delivery truck (interchange) routes; each agency on an interchange route draws on the regional office served by the same interchange route for its interbranch loan needs, regardless of its regional assignment for administrative purposes.

Each regional office, in filling interbranch loan requests, draws not only on its regional collection but also on the collection of the agency with which it is housed. Since this is, in every case, a larger than average agency, the number of volumes which each regional office has available to fill interbranch loan requests is substantial. The King's Highway regional office, in addition to the King's Highway agency and the King's Highway regional collection, draws upon the bookmobile collection in filling interbranch loan requests.

In addition to the three backup collections maintained at the regional offices, a fourth backup collection is maintained at the Interbranch

Loan Office (IBL) in the Ingersoll Building. This collection, like the three regional collections, is made up almost exclusively of nonfiction titles; it is intended to serve the entire system in filling nonfiction interbranch loan requests. The staff of the IBL office serves the system not only by filling interbranch loan requests from its own collection, but also acts as a central clearing house for routing interbranch loan requests which cannot be filled from any of the backup collections to other agencies.

Table A-1 summarizes the bookstocks of the four backup collections as of June 1965.

It should be noted that a second level of administrative organization of service agencies coexists with the regional organization. Several of the larger service agencies in the system are designated as district libraries; these are staffed with professional librarians, and each one provides direction for no more than four agencies within its district. There were six such districts in December 1965, and several more are proposed. However, a number of service agencies remain unassigned to any district complex, and in any case, the assignment of an agency to a district does not affect its position with respect to current interbranch loan procedures.

TYPES OF INTERLOAN REQUESTS

Most materials normally circulated by the system may be made available to patrons through interbranch loan procedures. In addition, adults may request the library to secure materials not held in the system on interlibrary loan. Procedures for interlibrary loan conform to the standards established by the American Library Association.

There are four categories of interbranch loan requests. These are:

1. author/title request—for a specific piece of material;
2. subject request—for material in a specific area of knowledge;
3. music score and foreign language title requests—for specific material in these categories; and,
4. multiple copy request—for multiple copies of a particular title to serve discussion groups or special purpose projects.

Table A-1

BOOKSTOCK SUMMARY, THREE REGIONAL COLLECTIONS, THREE REGIONAL AGENCY COLLECTIONS, AND THE INTERBRANCH LOAN COLLECTION

JUNE 1965

Brooklyn Public Library

Collection	ADULT			CHILDREN'S			TOTAL
	Fiction	Non-Fiction	Total	Fiction	Non-Fiction	Total	Adult and Children's
Borough Park Agency	10,733	22,573	33,306	9,631	8,678	18,309	51,615
Borough Park Regional	33	11,760	11,793	0	568	568	12,361
Borough Park Total	10,766	34,333	45,099	9,631	9,246	18,877	63,976
King's Highway Agency	11,986	25,074	37,060	11,589	13,264	24,853	61,913
King's Highway Regional	83	17,414	17,497	0	662	662	18,159
Library-on-Wheels	5,936	5,620	11,556	14,396	12,794	27,190	38,746
King's Highway Total	18,005	48,108	66,113	25,985	26,720	52,705	118,818
Williamsburgh Agency	9,031	19,904	28,935	6,948	5,879	12,827	41,762
Williamsburgh Regional	45	17,871	17,916	0	521	521	18,437
Williamsburgh Total	9,076	37,775	46,851	6,948	6,400	13,348	60,199
Interbranch Loan	11	21,030	21,041	0	0	0	21,041
Four Collection Total	37,858	141,246	179,104	42,564	42,366	84,930	264,034

Classes of circulating material not generally available through interbranch loan include: uncataloged materials, phonorecords, and pictures. Juvenile materials are available on interbranch loan, although the volume requested is relatively small.[1]

VOLUME OF INTERLOAN REQUESTS

The bulk of the volume of interloan requests received by the system consists of author/title interbranch loan requests. Author/title requests, which numbered 34,696 in 1965, accounted for 60% of the 57,287[2] reserve postals filed by patrons in that year. Most of the remaining reserve postals represent requests for material that were filled at the point of filing and that, therefore, never entered the interloan process.

The other types of interbranch loan requests accounted for a much smaller volume of interloan activity than did the author/title requests, as the discussion below indicates. In the fiscal year ending June 1965, the library borrowed three titles on interlibrary loan for patrons of the system.

Author/Title Requests

Table A-2 gives the numbers of author/title interbranch loan requests received and filled at the regional offices in 1965. Table A-3 gives the numbers received at the IBL office in the same year and their disposition.

Of the 31,771 author/title requests received at the regional offices during the year, 6,646 or 20.9% were filled at the regional level. The remaining 25,125 requests were forwarded to the IBL office. The requests received from the regional offices together

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[1] Each of the three regional collections includes some titles classified as juvenile non-fiction. The IBL collection does not contain juvenile titles, however.

[2] Number of reserve postals purchased by the system in 1965; taken as the best available approximation to the actual number of reserve postals filed during the year.

Table A-2

AUTHOR/TITLE REQUESTS IN INTERBRANCH LOAN RECEIVED AND FILLED AT REGIONAL OFFICES
1965

Brooklyn Public Library

Month	REGION						TOTAL		
	Borough Park		Kings Highway		Williamsburgh				
	Requests	Filled[a]	Requests	Filled[b]	Requests	Filled[a]	Requests	Filled	Percent
January	819	132	1,058	260	583	134	2,460	526	21.4
February	1,150	204	1,356	308	646	158	3,152	670	21.3
March	1,221	192	1,464	338	832	198	3,517	728	20.7
April	1,071	202	1,046	261	562	156	2,679	619	23.1
May	791	137	835	184	541	120	2,167	441	20.4
June	918	151	754	209	460	129	2,132	489	22.9
July	799	133	1,034	230	462	117	2,295	480	20.9
August	803	121	930	202	519	118	2,252	441	19.6
September	903	154	1,200	246	525	148	2,628	548	20.9
October	1,134	174	1,216	242	590	185	2,940	601	20.4
November	1,110	148	1,205	254	533	156	2,848	558	19.6
December	1,040	142	1,117	276	544	127	2,701	545	20.2
Total	11,759	1,890	13,215	3,010	6,797	1,746	31,771	6,646	20.9

a From regional and regional office agency collections.
b From regional, regional office agency, and library-on-wheels collections.

with 2,925 requests received directly from the central building made up the total of 28,050 requests received at the IBL office during 1965.

Of the total requests received at the IBL office, 1,554 were filled from the IBL collection; 3,379 were filled from the regional collections as a result of the IBL office telephone checks of the regional collections (see section on Interbranch Loan Procedures); 15,678 were filled from the main collection or from other service agency collections; and 7,439, or 26.5%, were unfilled. The last two columns in Table A-3 give the numbers and percentages of requests for titles held in the main collection only or in the main collection plus only one other collection. These requests were, respectively, routed only to main to be filled or routed initially to main.

The 31,771 requests received at the regional offices, plus the 2,925 requests received at IBL directly from central service, make up the total of 34,696 author/title interbranch loan requests initiated in the system in 1965. Of that number, 27,257 requests, or 78.6%, were filled.

Subject Requests

Table A-4 gives the numbers of interbranch loan subject requests received at the regional offices in 1965 and the numbers of books sent in response to those requests. No figures were maintained on the number of subject requests filled in whole or in part as a result of the books sent or of the number of subject requests forwarded to the subject divisions at the central building. Estimates made by library staff indicate, however, that one-half or more of the total of 1,086 subject requests received at the regional offices were sent to central to be partly or completely filled.

Music Score, Foreign Language Title and Multiple Copy Requests

Statistics on the number of requests for music scores, foreign language titles and multiple copies generated in the system in 1965 are not available. Library personnel, however, estimate that the volume in each of these categories was small, music score requests approximating 10 to 12 per month and foreign language title requests,50 to 60 per month. On the basis of an actual count made during the first quarter of 1966, it is estimated that multiple copy requests average about 50 per month.

Table A-3

AUTHOR/TITLE REQUESTS RECEIVED AT INTERBRANCH LOAN OFFICE
1965

Brooklyn Public Library

Month	Total Requests Received	Filled from Interbranch Loan Collection		Filled from Regional Collections[a]		Filled from Main and Other Agency Collections		Unfilled		Initially Routed to Main Collection[b]	
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
January	2,175	120	5.5	226	12.2	1,182	54.3	607	27.9	(305)	(14.0)
February	2,553	146	5.7	319	12.5	1,380	54.1	708	27.7	(399)	(15.6)
March	3,231	205	6.3	441	13.6	1,739	53.8	846	26.2	(563)	(17.4)
April	2,417	102	4.2	305	12.6	1,330	55.0	680	28.1	(436)	(18.0)
May	2,050	98	4.8	250	12.2	1,102	53.8	600	29.3	(334)	(16.3)
June	2,002	133	6.6	258	12.9	989	49.4	622	31.1	(302)	(15.1)
July	1,903	132	6.9	228	12.0	1,025	53.9	518	27.2	(267)	(14.0)
August	2,000	123	6.2	231	11.6	1,118	55.9	528	26.4	(486)	(24.3)
September	2,159	150	6.9	238	11.0	1,200	55.6	571	26.4	(392)	(18.2)
October	2,552	130	5.1	310	12.1	1,601	62.7	511	20.0	(578)	(22.6)
November	2,416	94	3.9	252	10.4	1,486	61.5	584	24.2	(363)	(15.0)
December	2,592	121	4.7	281	10.8	1,526	58.9	664	25.6	(420)	(16.2)
Total	28,050	1,554	5.5	3,379	12.0	15,678	55.9	7,439	26.5	(4,845)	(17.3)

[a] These requests were filled from regional collections only after they had been received at the interbranch loan office.

[b] Some of these requests received routing to one agency collection after being routed to the main collection. The parentheses indicate that these numbers do not form part of the totals shown in column tow, since all of these requests are included elsewhere in the table under "Filled from Main and Other Agency Collections" or "Unfilled."

Table A-4

SUBJECT REQUESTS IN INTERBRANCH LOAN RECEIVED AT REGIONAL OFFICES AND BOOKS SENT FROM REGIONAL COLLECTIONS
1965 AND JANUARY - APRIL 1966*

Brooklyn Public Library

Month	REGION						TOTAL	
	Borough Park		King's Highway		Williamsburgh			
	Requests	Books Sent	Requests	Books Sent	Requests	Books Sent	Requests	Books Sent
January	17	24	39	32	33	47	89	103
February	13	18	62	52	40	47	115	117
March	30	57	47	32	33	37	110	126
April	26	37	55	31	27	28	108	96
May	13	21	41	41	27	28	81	90
June	21	31	49	42	19	22	89	95
July	24	25	41	48	16	12	81	85
August	16	28	47	44	16	23	79	95
September	33	44	37	39	26	17	96	100
October	22	29	40	34	20	26	82	89
November	15	34	29	26	23	26	67	86
December	14	30	55	48	20	30	89	108
Total	244	378	542	469	300	343	1,086	1,190

---

* The numbers of subject requests received are the total numbers received at each region: the number of books sent is the total number of books sent in response to the requests received. Some of the requests received at the regional offices are not filled or only partially filled from the regional collections. These are sent to appropriate subject divisions at the Ingersoll Library to be filled, but there is no record of their number.

INTERBRANCH LOAN PROCEDURES

As has been indicated, a patron may initiate any one of four different interbranch loan requests. The procedures followed by system personnel attempting to fill each type of request are described below.

Author/Title Requests

The hierarchy of searches, preparation of forms, system communications, and professional efforts that may result from an author/title request are depicted in the flow chart on page A-18.[1] The reader may find it helpful to refer to this chart in conjunction with the following description of these complex procedures.

A patron may have a specific title in mind when he comes to an agency or he may identify a title he would like to borrow in the agency catalog. If the desired title is listed in the catalog, there are two questions to be answered. First, is the title available for circulation at that agency, or is it for reference only? Second, if the title circulates, is it in the agency at that time?

If the title is held by the agency, circulates, and is on the shelf, the book is charged to the patron and the process is at an end. If the book is not on the shelf, however, the title will be placed on reserve if the patron so desires. The reserve remains in effect for five weeks. If the book is returned to the agency within that time, the patron is notified by postcard and the book charged to him when he calls for it. If the book is not returned within the reserve period, the agency librarian attempts to obtain a copy for the patron on interbranch loan.

The librarian will also attempt to obtain a copy of the title on interbranch loan if the title is not in the agency catalog, or if the agency copy is for reference only and there appears to be a chance that some other collection within the system may hold a circulating copy. To request a title on interbranch loan, the agency librarian fills out an interbranch loan request slip, attempts to verify the author and title in Books in Print or some other bibliographical listing, and forwards the request slip to the regional office.

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[1] It should be noted that in both the flow chart and the written material dealing with procedures for locating materials in response to interbranch loan requests the usual methods employed for each type of request are described. Each and every request, however, is not handled in exactly the same way. The procedure or sequence may be varied as necessary to fulfill more efficiently the particular individual request.

When the request slip arrives at the regional office the title is checked against the holdings of the regional collection and against the holdings of the agency which is housed in the same building as the regional collection.[1] If the title is held in either the regional collection or the regional office agency collection and is on the shelf, the book is forwarded to the requesting agency which notifies the patron. If the book is not on the shelf in the regional collection, it will be placed on reserve; reserves are not placed against the regional office agency collection at this time. If the title is not held in any collection at the regional level, or is not available, the request slip is grouped with other slips received from agencies in the region and forwarded to the Interbranch Loan Office (IBL office) at the central building regardless of whether the title has been placed on reserve at the regional collection.

When these request slips are received at the IBL office, they are combined with slips received from the other two regional offices and the slips received from the main collection at the central building.[2]

All the day's slips having been placed together, they are dated, counted and alphabetized by author. The interbranch loan librarian makes an initial check of the slips to segregate any requests for titles which were requested in the immediate past or which appear to involve especially difficult problems. After these processes have been completed the slips are set aside to be searched in the union catalog the next morning.

When the request slip is checked against the holdings listed in the union catalog, the complete holdings information for the requested title is recorded on the slip, as well as the title's call number. Some holdings information may in fact be recorded on the request slip before it reaches the IBL office. If the requesting agency had placed a reserve against its own copy and had subsequently determined the copy to be missing this information would be noted on the slip, as would holdings information generated at the regional level for titles held in either the regional collection or the regional office agency collection but not found on the shelves.

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[1] To avoid confusion, an agency which is housed with a regional office will be referred to as a regional office agency.

[2] Main is exactly like any other agency in the system with respect to the initiation of interbranch loan requests, except that its request slips are forwarded directly to the IBL office rather than to any regional collection.

After the union catalog search, the request slips are separated into groupings according to whether or not the titles are held in the system, and if so, where. Requests for titles determined to be held in the IBL collection are set aside for a shelf check; books found on the shelf are forwarded to the requesting agencies, while titles not found on the shelf are reserved, provided a reserve has not already been placed at the regional level. Requests for titles which are not held in the IBL collection but which are held in any one of the regional collections or any of the regional office agency collections are set aside for a telephone inquiry to the regional offices to determine availability on their shelves; any books so located are forwarded to the requesting agencies.

Requests for titles which are not held in any of the regional collections or the IBL collection, but which are held in the main collection or any of the agency collections, are processed as follows. Those which are held by main only and those which are held by main and one other agency collection are sent directly to main where requests are filled for those titles which are found on the shelf. Titles which are not on the shelf are placed on reserve, provided a reserve has not been placed for that particular request at an earlier point in the procedure. All request slips for titles which are held at main and one other agency are forwarded to the remaining holding agency whenever the desired book is not on the shelf at main.

Requests for titles which are held at main and two or more other agencies, or which are not held at main but are held at at least one other agency, are initially routed to agencies other than main. (If main holds the title, it is last in the routing.) If there is only one holding agency the request slip is, of course, routed to that agency. Whenever two or more agencies hold the title a decision is made by IBL personnel as to which agency will receive the request slip first. The first agency receiving the request slip in the routing from the IBL office places the title on reserve if its copy is not on the shelf and if no prior reserve to fill the request has been placed. An effort is made in distributing the slips to avoid excessively burdening any one agency with reserves placed in this manner.

Once the routing of a request slip has begun, it continues until either the book is located on an agency's shelf or the slip has been routed to every holding agency. If the book is secured it is prepared for shipping and delivered to the requesting agency. If the request slip circulates to every holding agency and a circulating copy of the title is not located, the last agency in the routing returns the request slip to the requesting agency. Since the title will have been reserved at some point in the system, the requesting agency waits for this reserve to take effect. If a copy of the book is returned to the reserving agency within its reserve period, the book is forwarded to the requesting agency. If the book is not returned before the reserve lapses, the reserving agency so notifies the requesting agency by sending the interbranch reserve request form to the requesting agency with an appropriate notation. Under these circumstances, the requesting agency decides whether or not to recirculate the request slip among the agencies in the system holding the title. This decision is based on the age of the request and whether or not the patron still wishes to obtain the book.

Those titles which are, according to the initial search in the union catalog, not held in any collection in the system, are subjected to a separate set of procedures. For each such title a check is first made of the will/will not order file. This file includes titles for which determinations to order or not to order have been made.

If the title is listed as a "will not order" because it was not recommended for purchase or because the library owns better material on the subject, the fact is noted on the request slip and the slip is returned to the requesting agency so that the patron can be notified.

If the title is listed as a "will not order" because the library is waiting for an approval copy of the book or for a review of the book to appear, if the title is listed as a "will order," or if the title is not listed in the will/will not order file, a check is made in the not recommended file. This file lists all those titles not recommended for purchase by the library. If the title is found in this file the appropriate notation is made on the request slip and the slip returned to the requesting agency so that the patron can be notified.

If the title is not in the not recommended file, the request slip is checked against the on order file, which lists all those titles which have been ordered but not yet received. If the title is found in this file, the fact will be noted on the slip and the slip returned to the requesting agency. In this case the patron will be encouraged to place his reserve at a later date, as the book is expected to be available in the future.

After all of the above checks have been made on titles not in the union catalog, the request slips which have not been returned to the requesting agencies with appropriate notations are forwarded to an assistant coordinator in the central building. If a title has not been successfully verified before it reaches this librarian, an attempt to do so is made, and the slips are categorized according to appropriate subject divisions in the main collection. When this has been done, the slips are forwarded to the appropriate subject divisions, where the titles are considered for purchase, decisions to purchase or not to purchase made, and the results of the decisions noted on the slips. (Each librarian to whom one of these slips is routed attempts verification if no prior successful verification has been made).

After a slip has been checked by a division chief, it is forwarded to the library's adult coordinator who considers purchase of the title for the branch collections.

When the slips have been reviewed by an assistant coordinator, by one of the subject division chiefs, and by the adult coordinator, they are returned to the IBL office. The IBL librarian makes one final attempt at verification of any titles which have not yet been verified, and the results of the passage of the request slip through the hands of the several librarians are noted on each slip. The possible notations include the following: not in BPL, in process, not recommended, being reviewed, constant demand, withdrawn, missing, or reference only. When the notations on the slip are complete, a copy is made for the IBL office records, and the slip is returned to the requesting agency.

If a title is determined to be in process or is being reviewed, the patron is advised that he may reinstate his reserve later. If the title is for reference only, he is advised where the book may be consulted. If the title is in any one of the remaining five categories the patron is notified that the reserve is cancelled.

Analysis of all the above procedures indicates that every effort is made to fill an author/title interbranch loan request from one of the backup collections (the IBL collection or one of the regional collections) before filling it from any agency collection, and that it will be filled from an agency collection other than main if possible. It is also important to note that the search for a requested title does not cease when a reserve is placed for the title requested. (The only exception to this occurs at the requesting agency level. If the agency at which the patron initiates his author/title request owns a copy of the title and does not find it on the shelf, a reserve is placed and no further search takes place until the reserve has lapsed.) Since, in some cases, a reserve is placed on a title while the search for a copy continues, the possibility exists that the requesting agency may receive two copies of a requested title. To minimize the possibility of this occurrence, the requesting agency notifies the reserving agency that a copy of the requested title has been received and that the reserve should be cancelled.

Subject Requests

If a patron does not have a specific title in mind but desires that a librarian select titles for him in a subject area, he may initiate a subject request on the reference request slip. This request is filled from the regional collection to which the patron's local agency is assigned if, in the judgement of the regional librarian, it can be satisfactorily filled from that collection. If, in the judgement of the regional librarian, the regional collection does not afford sufficient holdings to satisfactorily fill the request, the reference request slip is forwarded to the appropriate subject division at the central building. When the titles selected have been sent to the requesting agency from either the regional or the main collection, the patron is notified by means of the reserve postal and the titles are charged to him when he calls for them.

Some subject requests are filled partly from the regional collection to which the requesting agency is assigned and partly from the main collection if, in the judgement of the regional librarian, the regional collection affords material which only partially satisfies the request. In this case, the material selected from the regional collection is forwarded to the requesting agency with a note indicating that further material can be expected from main, while the reference request slip is forwarded to the appropriate subject division at main with a notation indicating what material was supplied at the regional level.

In some cases the regional librarian may identify reference only material in the regional office agency collection as being pertinent to the request, or it may be that materials identified at main as pertinent to the request may be for reference only. In either of these cases, notification is forwarded to the requesting agency and the patron advised where the reference material can be consulted.

Music Score and Foreign Language Title Requests

Interbranch loan requests for music scores or for foreign language titles are not sent through the normal interbranch loan channels (regional office and IBL office) but are sent directly from the requesting agency to the appropriate special collection at the central library.

Multiple Copy Requests

A patron who belongs to a discussion group or a librarian in a service agency who wishes, for example, to use multiple copies of one title in creating a book display may request multiple copies of a single title by initiating a multiple copy request.

To initiate this request, the requesting agency must forward two copies of the interbranch request slip directly to the IBL office 28 days before the copies are needed, with notations indicating the number of copies needed and the number available at the requesting agency. Upon receipt at the IBL office, the union catalog is checked to determine which agencies hold the title, and the request slip is duplicated so that a copy can be sent simultaneously to each of the holding agencies. In each holding agency if the book is on the shelf it is forwarded to the requesting agency. If the book is not on the shelf, the request slip is held on the holding agency's reserve panel until either the book comes in or the date for which the title was requested elapses.

The Reserve Panel

Each collection in the system maintains a reserve panel. If the collection is an agency collection, three types of cards will be displayed on the panel: the reserve postal, which represents a reserve being held for a local patron; the interbranch request reserve slip, which represents a reserve being held for another agency; and the inventory form, which is substituted on the panel for the reserve postal or the interbranch request reserve slip in case a reserved book is not returned to the agency within the reserve period. If the collection is a backup collection, reserve postals will not appear on the panel because the collection does not serve local patrons directly.

When a book is returned to any collection, the title is checked against the reserve panel. (Cards and slips are posted on the panel in alphabetical order by author.) If a reserve is being held for the title the request will be filled, and if not the book will be re-shelved.

Clearing the Reserve Panel. Once each month each agency in the system assigned to a region lists the call numbers of all the titles represented on its reserve panel by reserve postals and transmits this list to its regional office. Each agency assigned to a region is given a specific day of the month on which to perform this task so that panel requests from only one agency will arrive at the regional office on any given day. The regional collection is searched for the titles requested in this manner and the books which are found sent to the requesting agency. No further action is taken at the regional level on those titles not located in the regional collection, and the reserves on those titles at the requesting agency remain in effect.

Titles represented on an agency's reserve panel represent, of course, titles which the agency owns; clearing the panel is an attempt to hasten the process of getting the book to the patron, though it is true that the extent to which a particular reserve request will benefit from this step depends on the day of the month on which the reserve is initiated. If the reserve is placed a day before the service agency clears its panel, the title will be searched at the regional office the next day; while if the reserve is placed the day after the panel is cleared, nearly a month will elapse before the title is searched in this manner at the regional level.

The panel clearing process involves only titles represented on the panel by reserve postals because, first, requests for titles not owned by the requesting agency (reserve postals representing such titles are not kept on the reserve panel but in a separate file) are searched at the regional level immediately after they are initiated, and second, reserves being held for other agencies (represented on the panel by interbranch request reserve forms) have already been processed through the regional and IBL levels and have therefore been searched at any regional collection holding the titles.

Just as each agency assigned to a region clears its panel once a month at the regional office, the regional office clears its reserve panel once a month with the main collection, though in this case every item on the panel is included in the check against main.

The main collection clears its panel once each month with each of the regional collections; here, once again, only those reserves represented on the panel by reserve postals are cleared.

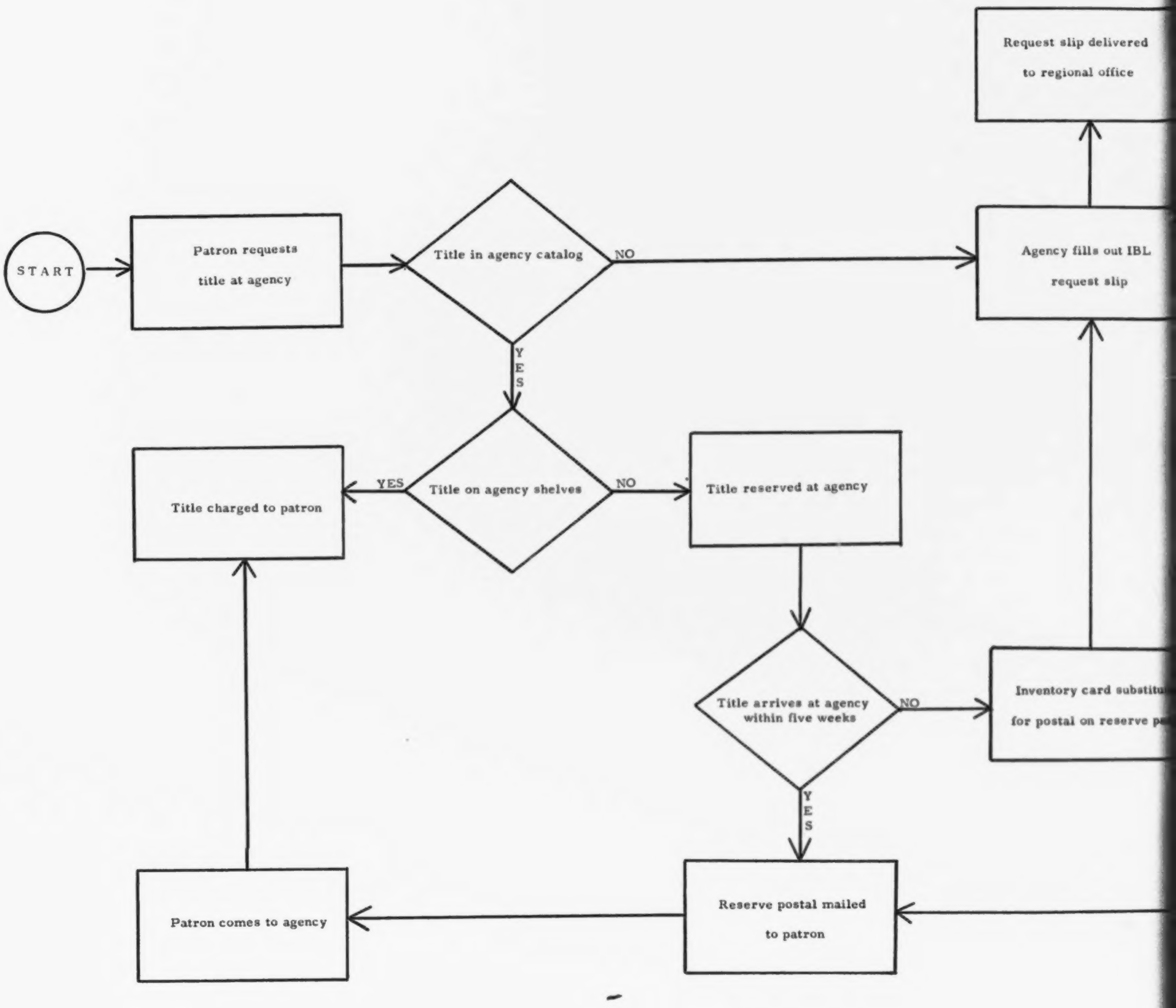
Duplicate Requests

If an agency which has initiated an author/title interbranch loan request has received no notification of any action taken on the request within two weeks after the date on which the request was made, it is authorized to submit a duplicate request. This request is submitted in exactly the same manner as the original request and goes through the same procedure, with the exception that both the date of the original request and the date of the duplicate request are indicated on the request slip.

INTERBRANCH LOAN COMMUNICATIONS

With the exception of the telephoned messages between the IBL office and the regional offices to check regional shelves for titles identified in the search at the union catalog as being in regional or regional office agency collections, all messages transmitted from agency to agency for interbranch loan are sent through the library's interchange system. This system consists of three truck delivery routes, each corresponding for the most part to one of the three library regions. Each route begins at central shipping daily (Monday through Friday), goes directly to the regional office, proceeds to each of the agencies assigned to the interchange route, returns to the regional office, and then returns to the central building.

The speed with which an interbranch loan request can be filled depends to a large extent on the speed of communications among agencies, and the speed of communications among agencies depends to some extent on the structure of the interchange system. For instance, if a request slip is initiated at the requesting agency early in the day—before the interchange route call has been made—it can be received at the regional office or even at the IBL office that same day, but if the request is made after the route call has been made, the request slip will have to wait until the next day to be transmitted. Another example is provided when a holding agency forwards a book to a requesting agency; this transfer can take place in one day if the requesting agency is on the same route as the holding agency and if the route stop at the holding agency is made before the stop at the requesting agency. If the stop at the holding agency is made after the stop at the requesting agency the book will have to wait overnight for delivery, while if the agencies are on different routes, the book will have to go back to central shipping for transfer to another route.

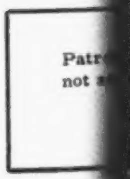


a The reserve postal will inform the patron that the title is either unavailable in the system, that it is unavailable at this time and he should try again at a later date, or that the title is available for reference at indicated agencies.

b At this point, reserves are placed only at the regional collection and not at the regional office agency collection.

c Whenever a title is reserved, processing of the request slip continues through the system as indicated by the two lines emanating from this box.

d If a title is held in the main collection in addition to being held in two or more other agency collections, the request slip will be routed to main only after the title has been searched and found not on the shelf at all the other holding agencies. If the title is held at main only it will of course be routed to main, while if it is held at main plus only one other agency, it will be routed to main first. Titles not held at main will of course be routed to any other holding agency.



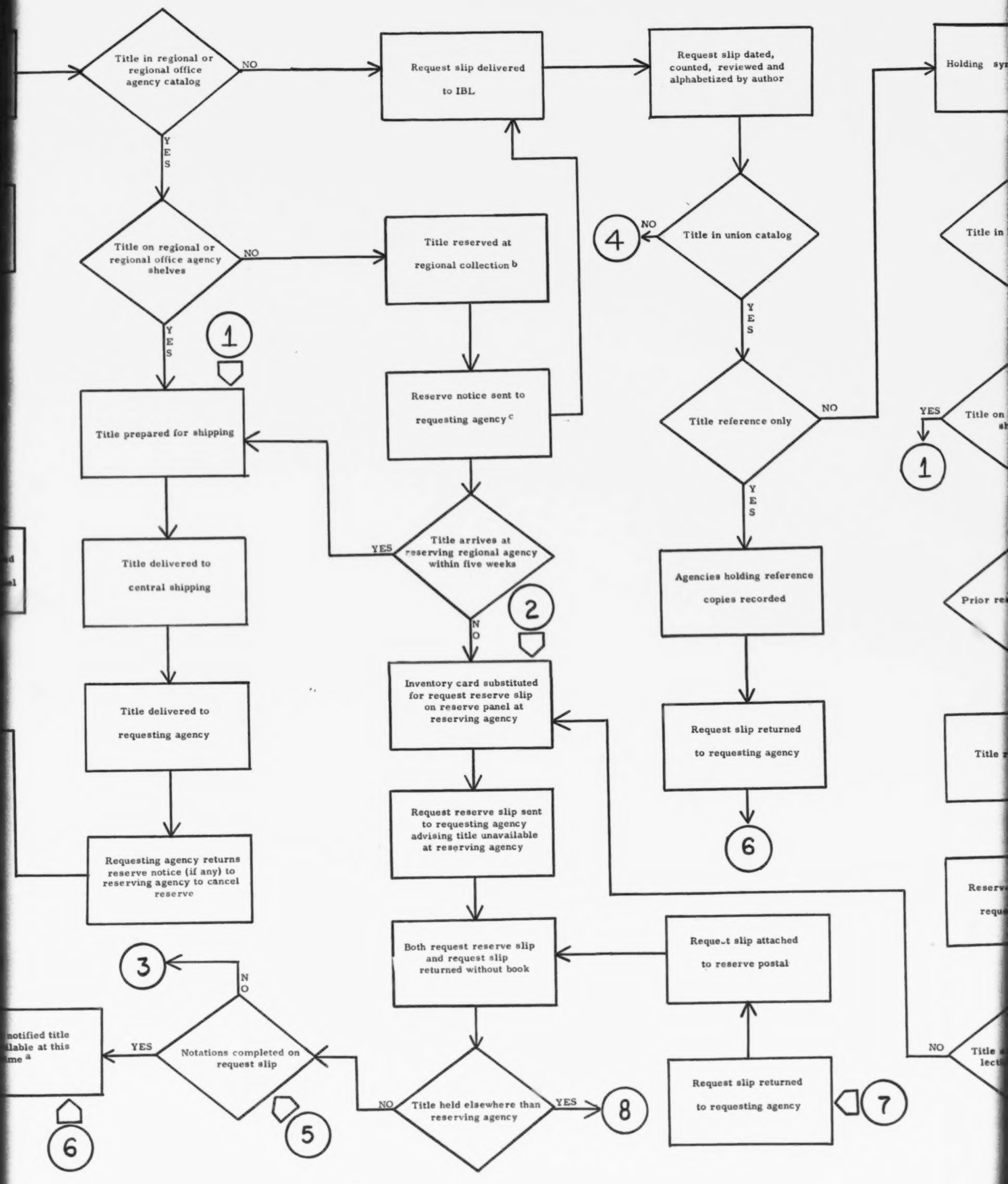
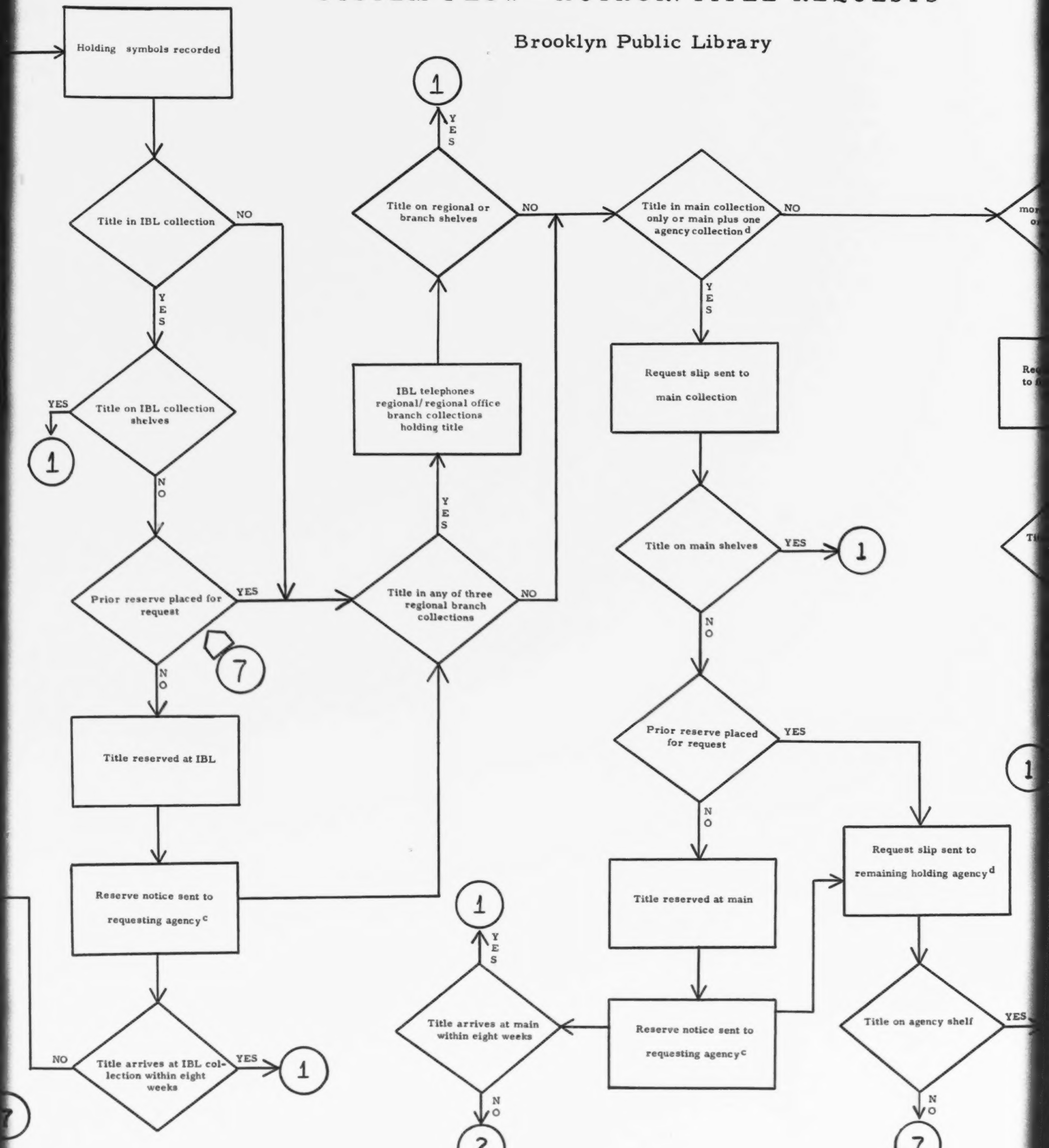
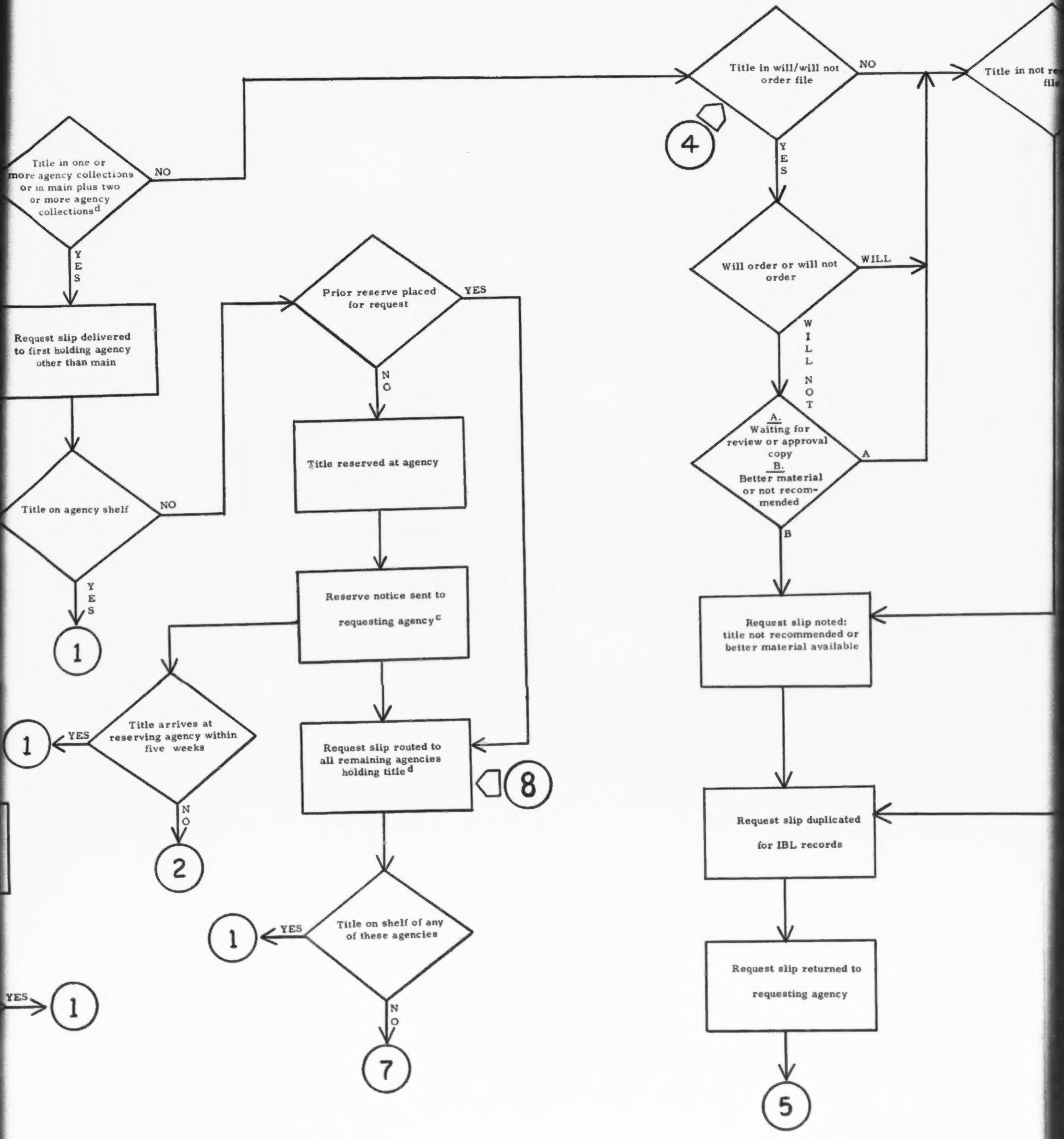

Title in regional or regional office agency catalog
NO
YES
Request slip delivered to IBL
Request slip dated, counted, reviewed and alphabetized by author
Holding sy
Title on regional or regional office agency shelves
NO
YES
Title reserved at regional collection b
4
NO
Title in union catalog
YES
Title in
1
Title prepared for shipping
Reserve notice sent to requesting agency c
Title reference only
NO
YES
YES
Title on
sh
1
d
al
Title delivered to central shipping
YES
Title arrives at reserving regional agency within five weeks
NO
Agencies holding reference copies recorded
Prior re
2
Title delivered to requesting agency
Inventory card substituted for request reserve slip on reserve panel at reserving agency
Request slip returned to requesting agency
Title r
Requesting agency returns reserve notice (if any) to reserving agency to cancel reserve
Request reserve slip sent to requesting agency advising title unavailable at reserving agency
6
Reserv
requ
3
NO
Both request reserve slip and request slip returned without book
Request slip attached to reserve postal
notified title
ilable at this
ime a
YES
Notations completed on request slip
NO
Title a
lect
6
5
NO
Title held elsewhere than reserving agency
YES
8
Request slip returned to requesting agency
7

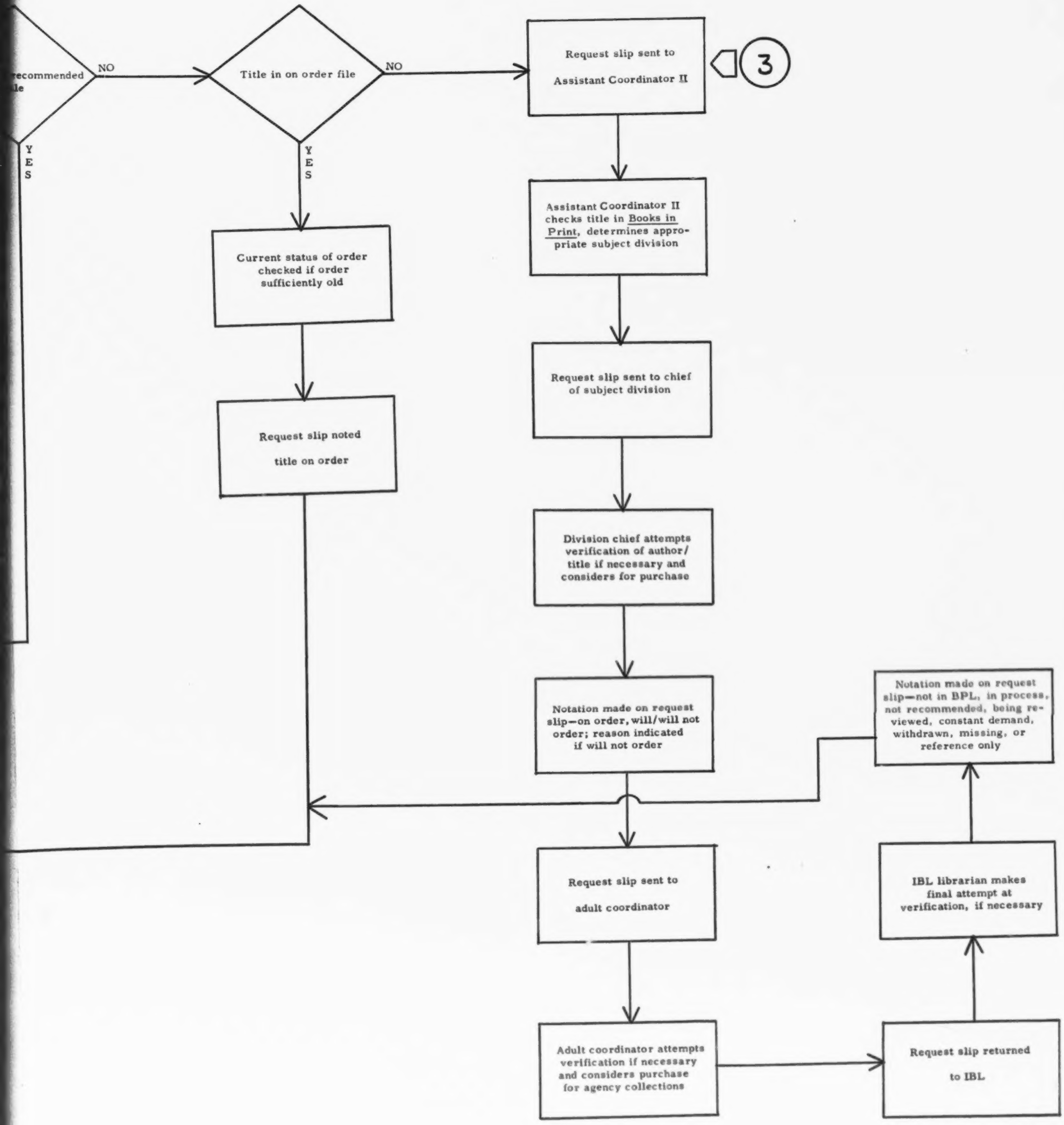
Chart A

SYSTEM FLOW—AUTHOR/TITLE REQUESTS

Brooklyn Public Library


Holding symbols recorded
Title in IBL collection
NO
YES
Title on IBL collection shelves
YES
1
NO
Prior reserve placed for request
YES
NO
7
Title reserved at IBL
Reserve notice sent to requesting agency c
Title arrives at IBL collection within eight weeks
NO
YES
1
7
1
YES
Title on regional or branch shelves
NO
IBL telephones regional/regional office branch collections holding title
YES
Title in any of three regional branch collections
NO
1
YES
Title arrives at main within eight weeks
NO
2
Title in main collection only or main plus one agency collection d
NO
YES
Request slip sent to main collection
Title on main shelves
YES
1
NO
Prior reserve placed for request
YES
NO
Title reserved at main
Reserve notice sent to requesting agency c
Request slip sent to remaining holding agency d
Title on agency shelf
YES
NO
7
1


Title in one or more agency collections or in main plus two or more agency collections[d]
NO
YES
Request slip delivered to first holding agency other than main
Title on agency shelf
NO
YES
1
Prior reserve placed for request
YES
NO
Title reserved at agency
Reserve notice sent to requesting agency[c]
Title arrives at reserving agency within five weeks
YES
1
NO
2
Request slip routed to all remaining agencies holding title[d]
8
Title on shelf of any of these agencies
YES
1
NO
7
YES
1
Title in will/will not order file
NO
4
YES
Will order or will not order
WILL
WILL NOT
A. Waiting for review or approval copy
B. Better material or not recommended
A
B
Request slip noted: title not recommended or better material available
Request slip duplicated for IBL records
Request slip returned to requesting agency
5
Title in not re
file

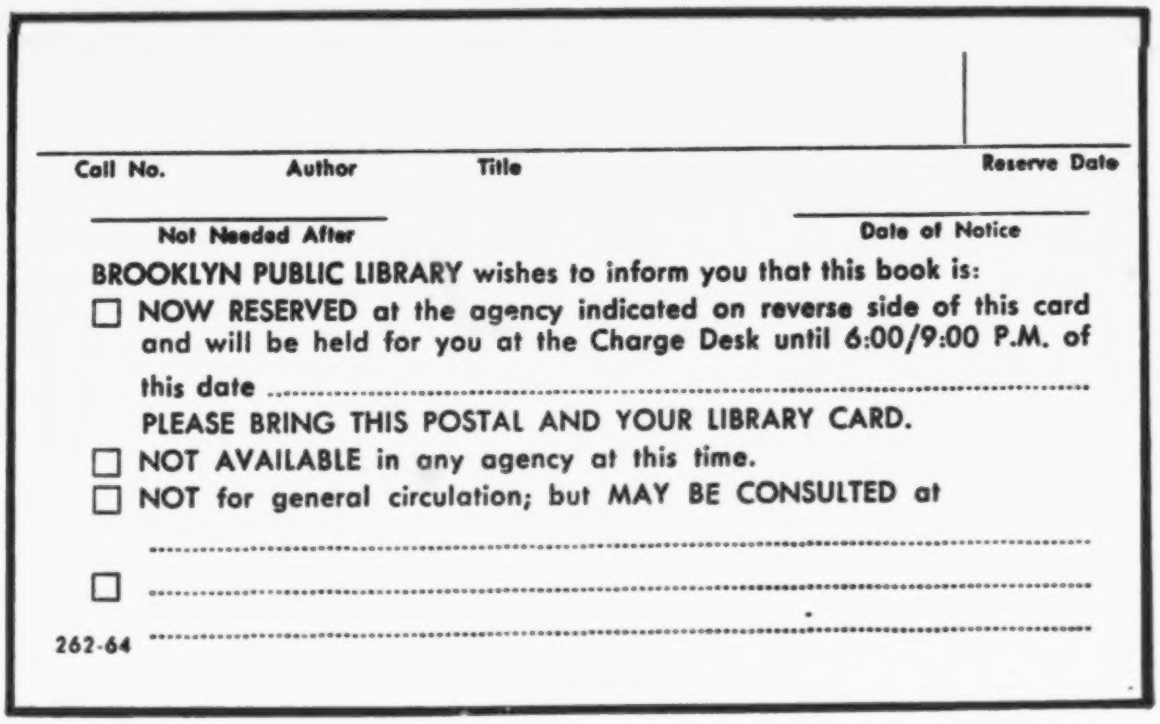

recommended
le
NO
YES
Title in on order file
NO
YES
Request slip sent to Assistant Coordinator II
3
Current status of order checked if order sufficiently old
Request slip noted title on order
Assistant Coordinator II checks title in Books in Print, determines appropriate subject division
Request slip sent to chief of subject division
Division chief attempts verification of author/title if necessary and considers for purchase
Notation made on request slip—on order, will/will not order; reason indicated if will not order
Notation made on request slip—not in BPL, in process, not recommended, being reviewed, constant demand, withdrawn, missing, or reference only
Request slip sent to adult coordinator
IBL librarian makes final attempt at verification, if necessary
Adult coordinator attempts verification if necessary and considers purchase for agency collections
Request slip returned to IBL

TIME REQUIRED TO FILL INTERBRANCH LOAN REQUESTS

Assuming that a copy of a requested title is held in the system, the time required to fill an interbranch loan request may vary from two or three days to eight weeks or more, depending on where copies are held and how much processing the request slip must undergo before the request can be filled. Most request slips are received at a regional office on the day after they are initiated at a patron's local agency; if the requested title is held in the regional or regional office agency collection and is on the shelf, the book can be back at the requesting agency on the second day after the request is initiated. On the other hand, if a request slip is forwarded to the IBL office, and the title is held in either the IBL collection or the main collection and is placed on reserve at one of these collections, as much as eight weeks can elapse before any further action is taken on the request since both the IBL and main collections hold reserves for eight weeks.

FORMS USED IN INTERBRANCH LOAN

1. The Reserve Postal. This form, addressed by the patron to himself, is used to notify him of the disposition of his request.



Call No. Author Title Reserve Date

Not Needed After

Date of Notice

BROOKLYN PUBLIC LIBRARY wishes to inform you that this book is:

☐ NOW RESERVED at the agency indicated on reverse side of this card and will be held for you at the Charge Desk until 6:00/9:00 P.M. of this date ....

PLEASE BRING THIS POSTAL AND YOUR LIBRARY CARD.

☐ NOT AVAILABLE in any agency at this time.

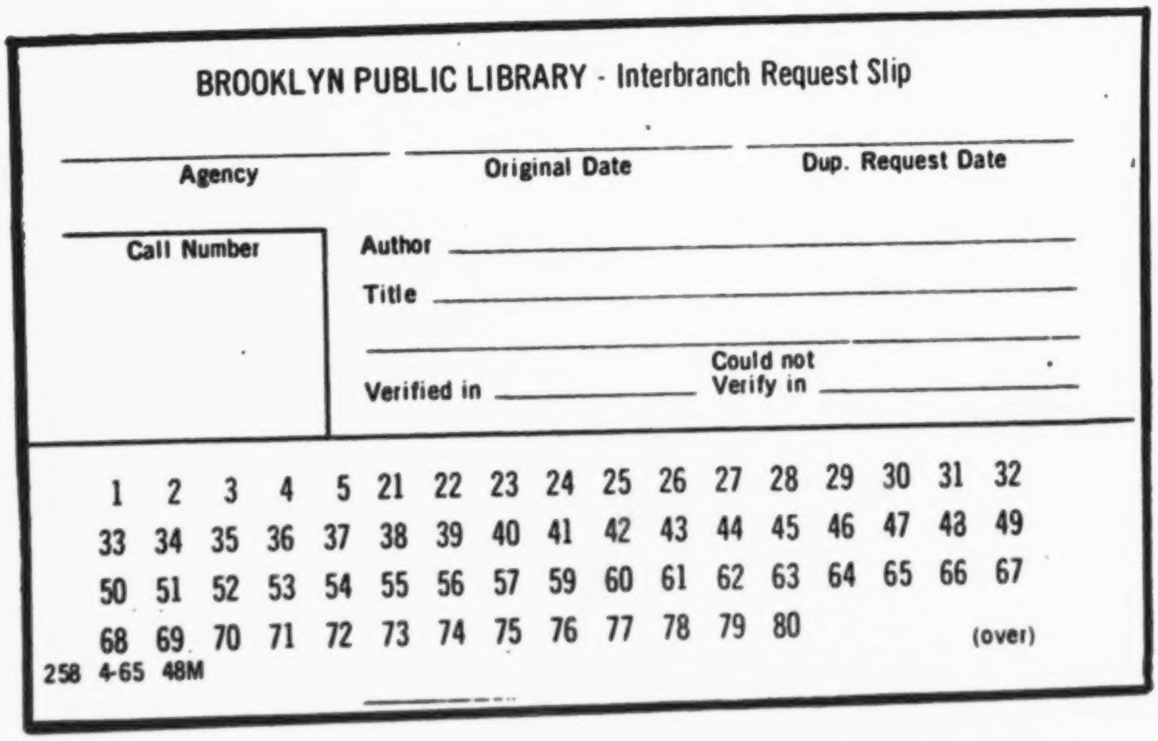
☐ NOT for general circulation; but MAY BE CONSULTED at

....

☐ ....

262-64 ....

2. The Interbranch Request Slip. This slip is used for author/title requests, for sheet music or foreign language title requests and for multiple copy requests.



BROOKLYN PUBLIC LIBRARY - Interbranch Request Slip

Agency ____ Original Date ____ Dup. Request Date ____

Call Number

Author ____

Title ____

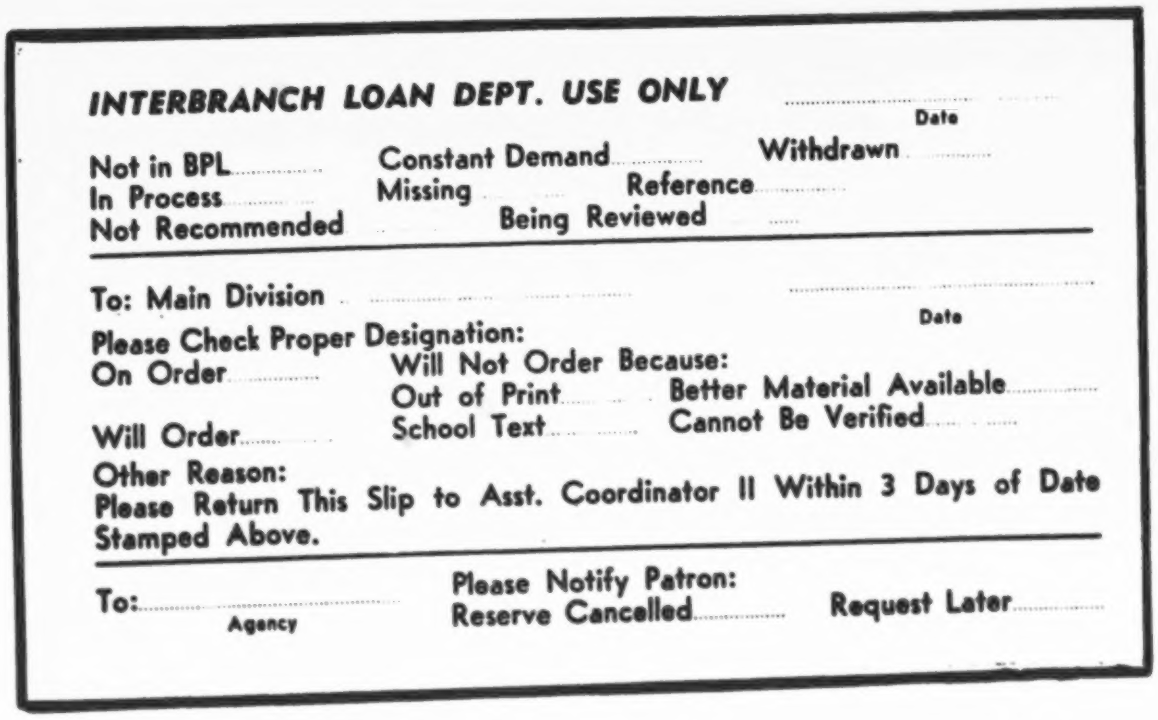
Verified in ____ Could not Verify in ____

1 2 3 4 5 21 22 23 24 25 26 27 28 29 30 31 32
33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49
50 51 52 53 54 55 56 57 59 60 61 62 63 64 65 66 67
68 69 70 71 72 73 74 75 76 77 78 79 80 (over)

258 4-65 48M

FRONT

BACK



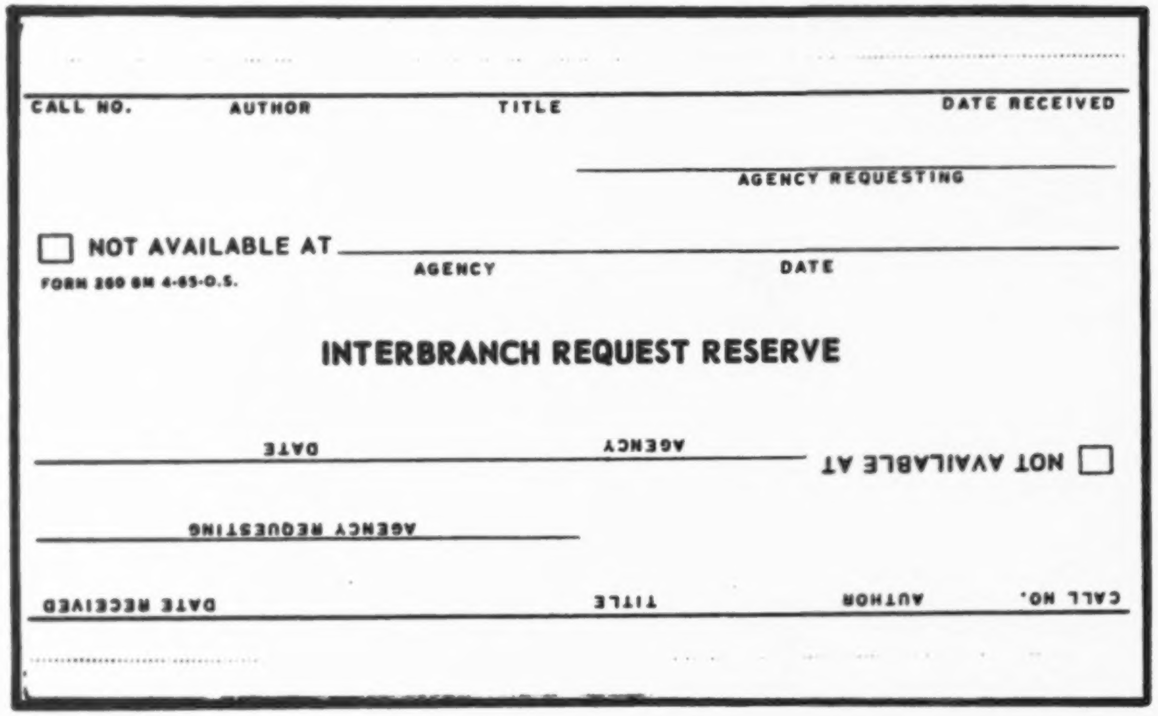
INTERBRANCH LOAN DEPT. USE ONLY ____ Date

Not in BPL ____ Constant Demand ____ Withdrawn ____
In Process ____ Missing ____ Reference ____
Not Recommended ____ Being Reviewed ____

To: Main Division ____ ____ Date

Please Check Proper Designation:
On Order ____ Will Not Order Because:
Out of Print ____ Better Material Available ____
Will Order ____ School Text ____ Cannot Be Verified ____
Other Reason:
Please Return This Slip to Asst. Coordinator II Within 3 Days of Date Stamped Above.

To: ____ Agency
Please Notify Patron:
Reserve Cancelled ____ Request Later ____



CALL NO. AUTHOR TITLE DATE RECEIVED

AGENCY REQUESTING

☐ NOT AVAILABLE AT ______ AGENCY DATE

FORM 260 8M 4-65-O.S.

INTERBRANCH REQUEST RESERVE

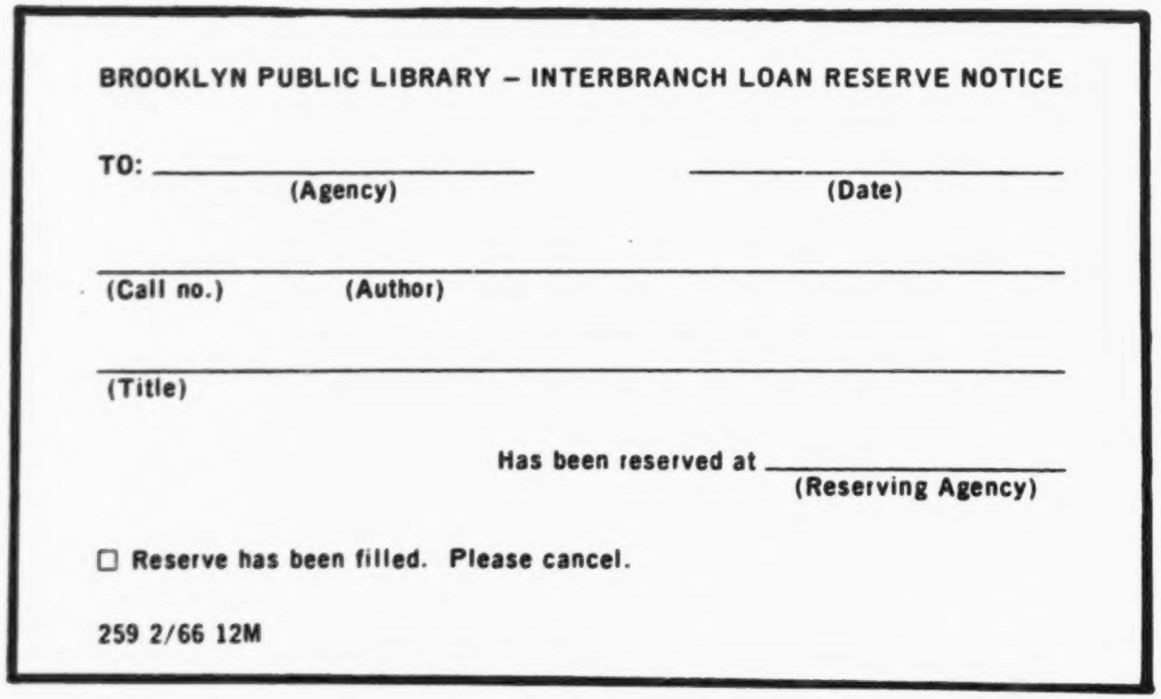
☐ NOT AVAILABLE AT ______ AGENCY DATE

AGENCY REQUESTING

CALL NO. AUTHOR TITLE DATE RECEIVED

3. The Interbranch Request Reserve. The form at left is placed on an agency's reserve panel to reserve a title for another agency in the system. It is forwarded to the requesting agency with the book if the book is returned within the reserve period, or without the book if the book does not come back within the reserve period.

4. The Interbranch Loan Reserve Notice. The notice at right is used by a reserving agency to notify a requesting agency that a requested title has been placed on reserve. If a copy of the title is received at the requesting agency from an agency other than the reserving agency during the routing of the request slip (before the reserve lapses), the notice is used to notify the reserving agency that the reserve may be cancelled.



BROOKLYN PUBLIC LIBRARY – INTERBRANCH LOAN RESERVE NOTICE

TO: ______ (Agency) ______ (Date)

______ (Call no.) (Author)

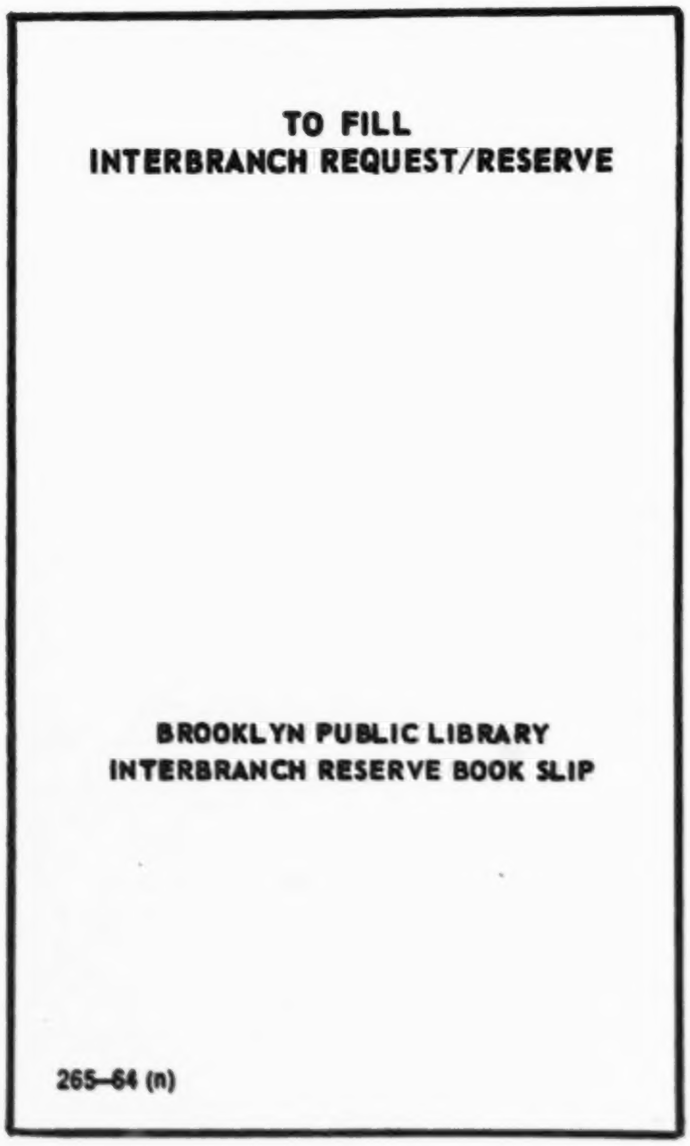
______ (Title)

Has been reserved at ______ (Reserving Agency)

☐ Reserve has been filled. Please cancel.

259 2/66 12M

5. The Interbranch Reserve Book Slip. The book slip at right is used by regional office personnel to indicate the destination of a book which is being sent to a requesting agency in response to the telephone check of the regional offices carried out by the IBL office. (In all other cases, the destination of a book being sent to fill an interbranch request would be indicated by inserting the request slip or the request reserve in the book.)

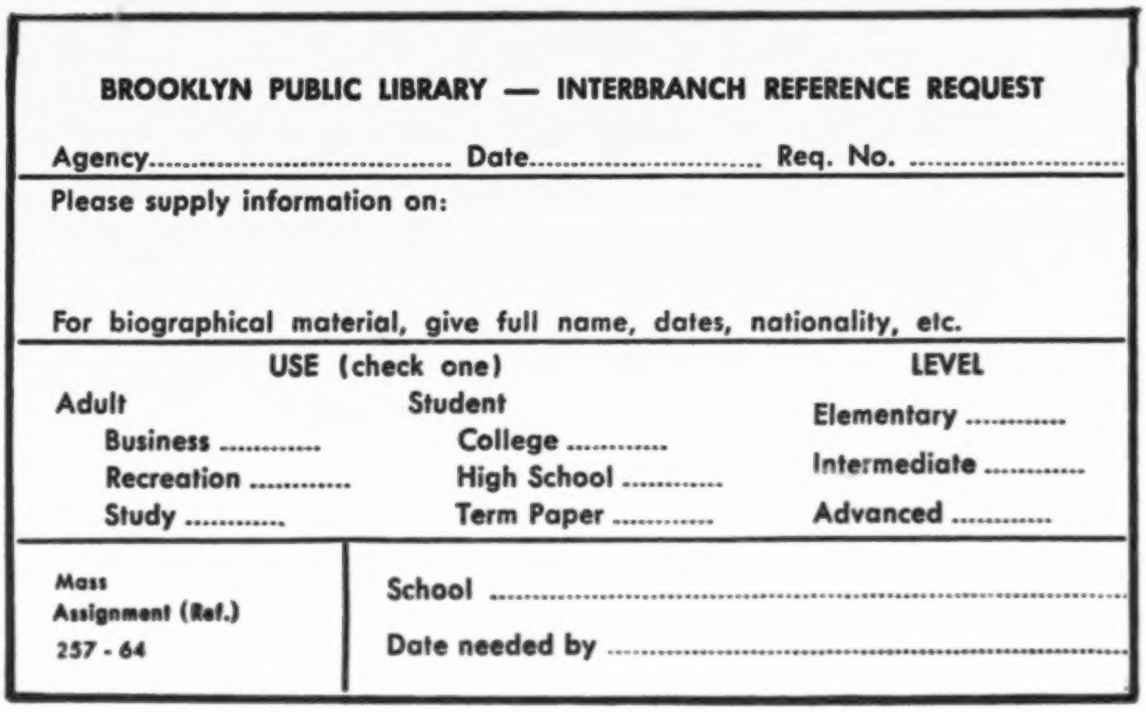


TO FILL
INTERBRANCH REQUEST/RESERVE

BROOKLYN PUBLIC LIBRARY
INTERBRANCH RESERVE BOOK SLIP

265–64 (n)

6. The Interbranch Reference Request. The form below is used to initiate a subject request.



BROOKLYN PUBLIC LIBRARY — INTERBRANCH REFERENCE REQUEST

Agency.................................... Date............................ Req. No. ....

Please supply information on:

For biographical material, give full name, dates, nationality, etc.

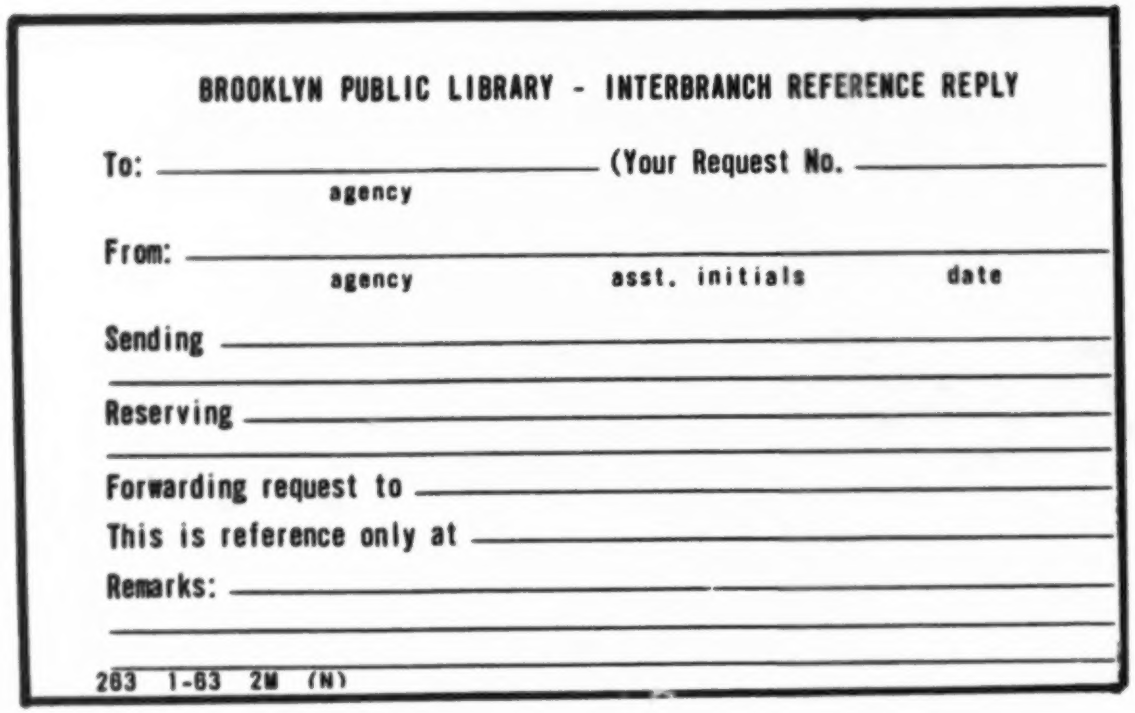
USE (check one)

Adult	Student	LEVEL
Business	College	Elementary ....
Recreation	High School	Intermediate ....
Study	Term Paper	Advanced ....

Mass
Assignment (Ref.)
257 - 64

School ....

Date needed by ....



BROOKLYN PUBLIC LIBRARY - INTERBRANCH REFERENCE REPLY

To: ______________ (Your Request No. ______
agency

From: ______________________________
agency asst. initials date

Sending ______________________________

Reserving ______________________________

Forwarding request to ______________________________

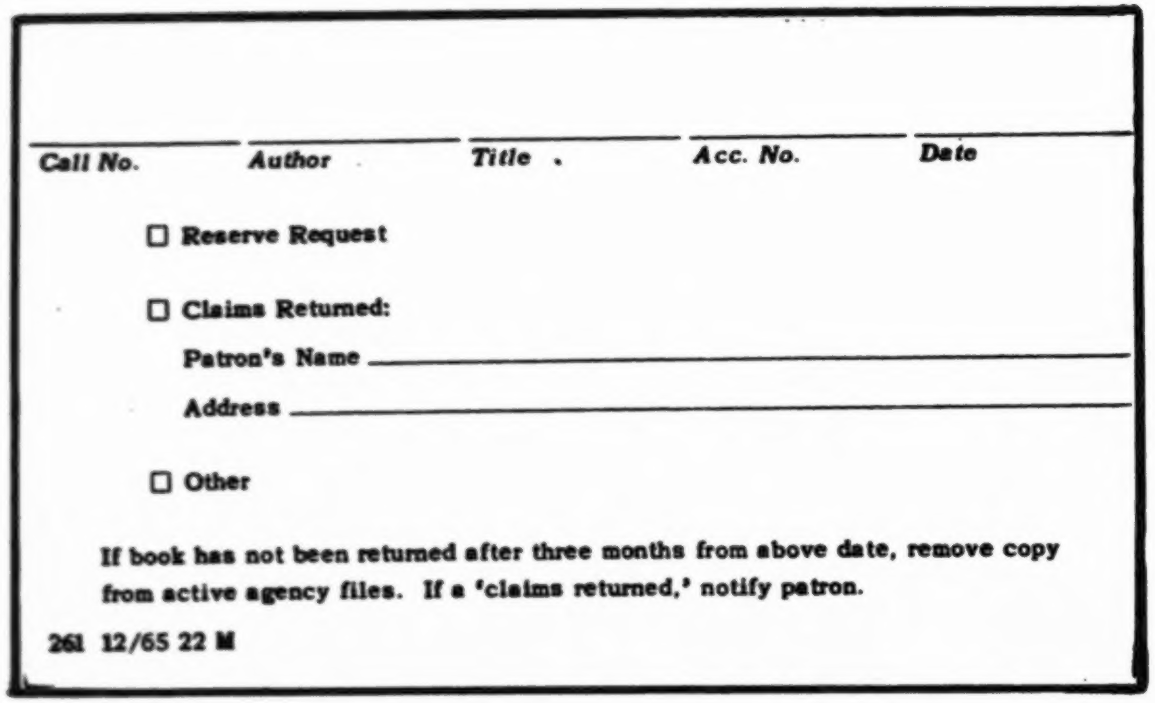
This is reference only at ______________________________

Remarks: ______________________________

263 1-63 2M (N)

7. The Interbranch Reference Reply. The form at left is used by the regional office or main subject division to inform the requesting agency of the action which has been taken in response to a subject request.

8. The Inventory Card. The card at right is substituted on an agency's reserve panel for the reserve postal (in the case of a reserve for a local patron) or for the interbranch request reserve slip (in the case of a reserve for another agency) when the reserve period elapses before a book is returned. The inventory card is kept on the panel for three months; if the book has still not been returned after that time, the title is removed from active agency files.



Call No.	*Author*	*Title* .	*Acc. No.*	*Date*

☐ **Reserve Request**

☐ **Claims Returned:**

Patron's Name ______________________________

Address ______________________________

☐ **Other**

If book has not been returned after three months from above date, remove copy from active agency files. If a 'claims returned,' notify patron.

261 12/65 22 M

INTERLIBRARY LOAN REQUESTS

As has previously been indicated, the volume of interlibrary loans processed by the system for its patrons is negligible. In 1965, the library filled three interlibrary loans originated by patrons. During the same year, the system lent 405 items on interlibrary loan to fill requests received from other libraries.

TELEPHONE CALLS TO UNION CATALOG

The library maintains a service enabling patrons to make telephone calls directly to the union catalog to determine whether or not a particular title is held in the system and, if so, where. There were 10,784 of these calls in 1965, involving 12,976 titles, of which 9,924, or 76.5%, were held in the system. Table A-5 gives the union catalog calls in 1965 by month.

When a title for which holdings information is requested over the telephone is not listed in the union catalog, a form is completed which lists the author, title, and date of publication if these can be determined. Consideration can then be given to purchasing the title in question.

Table A-5

TELEPHONE CALLS TO UNION CATALOG FOR HOLDINGS INFORMATION
1965

Brooklyn Public Library

Month	Calls Received	Titles Requested	Requested Titles Listed	
			Number	Percent
January	646	815	623	76.4
February	1,039	1,460	1,106	75.8
March	895	1,213	922	76.0
April	1,109	1,470	1,136	77.3
May	683	886	673	76.0
June	593	775	555	71.6
July	693	980	739	75.4
August	464	603	448	74.3
September	783	1,131	858	75.7
October	922	1,273	1,006	79.0
November	759	996	781	78.4
December	967	1,374	1,077	78.4
Total	10,784	12,976	9,924	76.5

Appendix B

QUEENS BOROUGH PUBLIC LIBRARY

A variety of interloan services are available to the patrons of the Queens Borough Public Library through the system's central library, its 53 agencies and three bookmobiles. The system does not maintain regional collections specifically designed to backstop the collections of local agencies. Nor does the system have at the central building a collection for the exclusive purpose of servicing the interloan requests received in the system.[1]

TYPES OF INTERLOAN

Most materials normally circulated by the system may be made available to patrons through interbranch loan procedures. In addition, commercial firms and adults engaged in serious research may request the library to secure materials not held in the system on interlibrary loan. Procedures for interlibrary loan conform to the standards established by the American Library Association.

There are four categories of interbranch loan requests. These are:

1. author/title request—for a specific piece of material;
2. subject request—for material in a specific area of knowledge;
3. picture request—for material illustrating a particular area of knowledge; and,
4. multiple copy request—for multiple copies of a particular title to serve discussion groups or special purpose projects.

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[1] Such a collection, the Interloan Collection, was maintained at the system's old central building. With the move to the new building in April 1966, the Interloan Collection was disbanded and its holdings distributed among the subject divisions at the new central library. At the time of its dismantling, this collection contained some 53,000 volumes.

Books, documents, pamphlets, periodicals, foreign language titles and music scores are available through author/title requests. Classes of circulating material not generally available through interbranch loan include: uncataloged fiction, such as mysteries, westerns and science fiction works; titles cataloged during the preceding three months [1] or titles which are currently "very popular;" phonorecords; and juvenile materials.

VOLUME OF INTERLOAN REQUESTS

It is estimated that during the period March 1965 through February 1966, the system originated 18 interlibrary loan requests and 46,555 interbranch loan requests. Approximately 82% of all requests received were filled. Table B-1 contains the summary statistics of the library's interloan experience for the period. As can be seen from the table, author/title requests constitute the great bulk of all interbranch loan requests and exhibit the highest percentage of requests unfilled.

The above 46,573 estimated total requests account for 36.8% of all reserve postals filed by patrons during March 1965—February 1966. The remaining reserve postals represent requests for material that were filled at the point of filing and that, therefore, never entered the interloan process.

INTERBRANCH LOAN PROCEDURES

As has been indicated, a patron may initiate any one of four different interbranch loan requests. The procedures followed by system personnel attempting to fill each type of request are described below.

Author/Title Requests

The hierarchy of searches, preparation of forms, system communications and professional efforts that may result from an author/title request for a book in English are depicted in the flow chart

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[1] Effective June 1966; previously, a title was not considered available for interbranch loan during the six month period following the date on which it was cataloged for the system.

Table B-1

INTERLOAN REQUESTS
MARCH 1965 - FEBRUARY 1966[a]

Queens Borough Public Library

Type	Total	Filled	Unfilled
Interlibrary Loan			
Number	18	16	2
Percent	100.0	88.9	11.1
Interbranch Loan			
Author/Title			
Number	39,518	31,624	7,894
Percent	100.0	80.0	20.0
Subject			
Number	4,737	4,283	454
Percent	100.0	90.4	9.6
Picture			
Number	2,300[b]	2,185[b]	115[b]
Percent	100.0	95.0	5.0
Total All Requests			
Number	46,573	38,108	8,465
Percent	100.0	81.8	18.2

[a] Derived from the library's records and research undertaken in conjunction with system personnel.

[b] Estimates based on the available statistics.

on page B-12.[1] The reader may find it helpful to refer to this chart in conjunction with the following description of these complex procedures. The methods followed in filling requests for specific foreign language materials, periodicals, pamphlets and documents are generally similar to those used to secure specific books in English. The instances wherein the procedures differ importantly are explained below.

A patron may have a specific title in mind when he comes to an agency or he may identify a title he would like to borrow in the agency catalog. If the desired title is listed in the catalog, there are two questions to be answered. First, is the title available for circulation at that agency, or is it for reference only? Second, if the title circulates, is it in the agency at that time?

If the title is held by the agency, circulates and is on the shelf, the book is charged to the patron and the process is at an end. If the book is not on the shelf and the request is not a rush request,[2] the librarian determines whether the title is on loan or has some other status. If the title is on loan or on order, a reserve is prepared and placed on the reserve board. The reserve remains in effect for five weeks. If the book is received at the agency within that time, the patron is notified by postcard and the book charged to him when he calls for it. If the book is not received within the reserve period, the agency librarian attempts to obtain a copy for the patron on inter-branch loan.[3]

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[1] It should be noted that in both the flow chart and the written material dealing with procedures for locating materials in response to inter-branch loan requests the usual methods employed for each type of request are described. Each and every request, however, is not handled in exactly the same way. The procedure or sequence may be varied as necessary to fulfill more efficiently the particular individual request.

[2] A rush request is one wherein the title is wanted in about five days.

[3] A major exception to this procedure applies to reserves placed at the central library for in-person patron requests at the central library. These reserves are held for two months. If the book sought has not become available by the end of that period the reserve is cancelled and no further action taken to fill the patron's request.

The librarian will also attempt to obtain a copy of the title on interbranch loan if the title is not in the agency catalog, if the agency copy is for reference only and there appears to be a chance that some other collection within the system may hold a circulating copy, if the book is missing from the agency's shelves for reasons other than its being out on loan[1] or if the patron needs the book before the expiration of the agency reserve period. To request a title on interbranch loan, the agency librarian fills out an author/title request form and sends it to the Interbranch Loan Department (IBL) at the central library.

When the author/title requests are received at the IBL office they are dated, counted and alphabetized by author. Then the requested titles are searched in the system's union catalog.

If the title is not found in the union catalog, additional searches are performed. First, the new title file is checked.[2] If the title requested is found there, the request form is marked in process, the form returned to the requesting agency and the patron so informed. If the title is not located in the new title file, the supplemental file is searched.[3] When a title is found in the supplemental file, the catalog card is checked to ascertain if the title was cataloged within the last three months. If it was, the procedure described below for titles in the union catalog found to have been cataloged during the prior three months is followed and the patron is ultimately notified, depending on the circumstances, that the title is either not available or that a reference copy of it can be consulted at indicated agencies. If the title is not found in the supplemental file, the request is checked to determine whether the information about the title has been well enough verified to assure IBL personnel that they have been looking for the right item in the right places. If they are so satisfied, the requesting agency and, in turn, the patron are informed that the desired title is not held in the system. If the verification is questionable, IBL personnel then attempt to improve upon it. If they can not do so the requesting agency and the patron are notified that the item is unavailable. If they can obtain better verification, the title is reentered into the author/title procedures at the point at which requests are searched in the union catalog.

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[1] The desired book may be at the bindery, missing in inventory or missing in circulation.

[2] This file contains all materials which have been ordered but not yet cataloged.

[3] The supplemental file contains catalog cards which have either not yet been filed in the catalog or which have been temporarily removed from the catalog and are awaiting refiling.

If the title is listed in the union catalog, the cataloging date is checked on the main entry card. If this date is not earlier than three months prior to the time of the author/title request, notation is made of the existence, if any, of reference copies of the desired title. The request form is then stamped "new: request later," the location of any reference copies are indicated and the form is returned to the requesting agency. The agency then informs the patron that the title is either not available or that it is available for reference only at those agencies listed on the reserve postal.

Titles found in the union catalog search that have been cataloged for more than three months are screened according to the existence of circulation copies within the system. If no circulating copies are held, the requesting agency and, in turn, the patron are notified that the title is available for reference only and are informed of the location of these reference copies. If circulating copies of the title are held in the system this holdings information is recorded on the request form.

Titles requested on a rush basis are initially searched at the central library if the union catalog revealed that a circulating copy is held there. If the title is found on central's shelves it is sent to the requesting agency which mails the reserve postal to the patron directing him to call for the desired book. If the title is not found on central's shelves and more than one agency hold a circulating copy of the title, IBL personnel telephone as many as, but not more than, ten of these agencies in an attempt to determine the availability of the title. If one of the agencies telephoned reports that the title is on its shelves, the book is prepared for shipping and delivered to the requesting agency which notifies the patron. If none of the agencies called has the book sought on its shelves, the effort to locate a circulation copy is abandoned. If a reference copy is held by the system the requesting agency and, in turn, the patron are so notified, and told where the reference copy can be seen. If no reference copy is held, the requesting agency and the patron are informed that the requested title is unavailable. In those situations wherein the title requested on a rush basis is held at only one agency outside the central library, IBL telephones that agency and, depending on whether or not the agency has the book on its shelves at the time, the procedures followed thereafter are as outlined above.

When an author/title request is not being handled on a rush basis, less than ten agencies hold circulating copies of the title and the central library holds the title in circulation status, the procedures followed are as outlined below.

The shelves at central are searched first to determine if a circulating copy of the requested title is then available. If a circulating copy is available, the copy is delivered to the agency where the request was made, the agency notifies the patron and the title is charged to the patron upon his coming to that agency. If the title is held by the central library but is not on the shelves at the time of the search, the author/title form is reviewed to determine whether or not the title is held elsewhere. If it is not held elsewhere, the author/title form is checked for the date on which the title is wanted. If sufficient time remains in which to place a reserve, the title is reserved at the central library. This reserve is for a period of six months. If a copy of the title is returned within six months, the book is sent to the requesting agency and the agency goes through the procedure of notifying the patron and charging out the title. If a copy is not returned within six months, the agency is notified that the requested title is unavailable and the agency notifies the patron.

When the title is not held other than at the central library, and the title is wanted in the relatively near future, no six-month reserve is placed. If there is a reference copy of the title in the system, the requesting agency and the patron are notified of its location. Otherwise, the requesting agency and, in turn, the patron are informed that the title requested is unavailable.

When a circulating copy of the title is held at the central library but is not available at the time of the shelf search, or when a circulating copy of the requested title is not held at all by the central library, the resources of the agencies of the system are called upon.

If a circulating copy is held at only one agency and the request for the title is not rush, IBL sends a reserve request for the title to that agency. Upon receipt, the agency understands that if a circulating copy is on its shelves, it is to be sent to the requesting agency. If it is not available, there is not sufficient time for a reserve to be effective and there is not a reference copy of the title in the system, the requesting agency and the patron are informed that the title is unavailable. If a reference copy is held in the system, the patron is informed that the desired title is available on reference. In those cases wherein there is time to reserve but the desired book does not become available within the five week reserve period, the central library holds no copy of it and there is no reference copy of the title in the system, the reserving agency notifies the requesting agency that the title is not available and the requesting agency so notifies the patron. If the title is not returned in the reserve period, the central library does not hold the title but there is a reference copy in the system, the patron is told that a circulation copy of the title is unavailable but that a reference copy is held and where it is held. Whenever the title is not returned to the reserving agency in time to fill the reserve and the central library does have a circulating copy of the title requested, the request is routed back to the central library. If a circulating copy of the title has not become and remained available at central in the interval following the initial search of the request there, the central library reserves the title if there is sufficient time for reserving the request. If the reserve is not filled, the various alternatives as described above are followed: if there is an available reference copy, the patron is told of it; if there is no reference copy, the patron is told the title is unavailable.

When the request is non-rush and circulating copies of the title are held in ten or more agencies other than the central library, the request form is routed among the system's agencies in an attempt to locate an available copy. Non-rush requests for titles held at less than ten but more than one agency other than central that are either not held at all at central or held but not found on the shelves in the initial check in central collections are also routed among the agencies of the system. This routing procedure, wherein requests are sent out on what is termed "the ring," is as follows.

The system normally has three truck routes. Each of the system's agencies is on one of the truck routes. Each agency is visited everyday. IBL personnel arbitrarily distribute the unfilled author/title requests among the three truck routes. The unfilled requests for each route are put on a metal ring which is then sent with the driver on his rounds. At each agency the driver gives the ring to an agency employee. The employee checks the shelves of the agency to find out if any of the titles requested are in the agency at the time. If they are, the agency employee removes the form from the ring, puts it in the book pocket of the book sought, and gives the book to the driver. The books found are sorted that evening at central shipping and delivered the following morning to the requesting agencies. The ring search is made at each of the agencies through the day. Those requests not filled in their first day on the ring, are sent out on the second day on a second route. Any items found on the second day are handled as were the items found on the first day. Should the second day routing be unsuccessful, the author/title requests are then sent on the third route on the third day. From time to time, when the volume of materials being delivered is considerable, a fourth system truck route is added by subdividing the three regular routes. However, on these occasions no ring of interbranch loan requests is circulated on this additional route. The ring procedure continues as if there were only three routes and the eight agencies on the fourth route are not searched to fill requests on the days when there happen to be four delivery routes.

An author/title request that remains unfilled after having been circulated among the three truck routes is checked against the shelves of the central collections whenever the request form indicates that central holds a circulating copy of the desired title. For some requests, this represents the initial search against central's shelves, but for all requests checked against central's shelves before being routed among the agencies, this effort constitutes a recheck designed to ascertain whether or not a circulating copy of the title has been returned to central during the interval when the request was being routed. Should the requested title be found, it is sent to the requesting agency and the usual notification and charge-out procedures are followed by that agency. Should the title not be found on the shelves at the central library, or if the title is not held at the central library, IBL personnel will telephone up to ten of the holding agencies to ascertain if the book has been returned. to any of them during the interval following the routing of the request. It is also understood that the agencies may make more careful checks when titles are requested by telephone at this stage than they can make at the time of the ring check. Time is limited when the ring is being searched and it is not always possible in all the agencies—especially the larger ones—to check all the possible sources for the book (such as items returned to the agency but not yet shelved).

If a copy of the title is located with one of the telephone calls, it is delivered to the requesting agency which notifies the patron that the book has been received. If the title is not found, and the request indicates there is enough time to place reserves, the author/title request form is marked with reserve instructions. Three of the agencies indicated as holding the title—should there be that many holding it—are instructed by means of the author/title request form to reserve the title. The form is delivered to reserving agency #1. Should the title be on loan there, it is reserved. If the title is returned within 35 days it is forwarded to the requesting agency. Should it not be returned within the reserve period, the author/title form is forwarded to the second assigned agency. The form would have been forwarded to reserving agency #2 immediately from reserving agency #1 if the title listed as being held by the first agency had been found, upon a check of the agency's records, to be at the bindery, missing in inventory, not in the shelf list or otherwise unaccountable. Should the title be reserved but the book not returned within 35 days, the author/title form is sent to the third and last agency instructed to reserve the title. At agency #3 the same procedure is followed as at agencies #1 and #2. Should the item again not be found, the request form is returned to the requesting agency. If a reference copy of the title is available in the system, the patron is so informed. If no reference copy is available, the patron is told the requested title is unavailable.[1]

In regard to the reserving procedure described above, it should be noted that whenever there are three or fewer agencies holding a requested title and the central library is one of the holding agencies, central is always the last agency requested to put down a reserve on the item. It tends to take longer to get an item reserved at the central agency and, therefore, the central library is used as a last resort in reserving rather than a first or intermediate one.

The preceding discussion constitutes a description of the overall procedures followed by system personnel in attempting to fill author/title requests. It should be noted that an initially unsuccessful request does not necessarily mean that the patron will not ultimately receive the requested title. A patron can, for example, immediately put in a second request in many cases when the first request is returned unfilled. The patron might also obtain assistance from library personnel indicating other possible sources for the desired title.

As was indicated in the beginning of this section, author/title requests are also submitted for materials other than books in English. Although such requests are handled in substantially the same manner as requests for specific books in English, important differences in the procedures followed do exist. These differences are described below for each additional category of author/title requests.

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[1] If there is no third reserving agency the procedures described above are followed at agency #2 if the book is not obtained at that agency.

Documents. Author/title requests for documents are handled by the documents librarian at the central library. Normally, requests for documents are not searched beyond central's resources. When the IBL office receives a request for a document, or whenever IBL personnel determine that an author/title request in hand is for a document, the request is forwarded to the documents librarian. This librarian determines whether or not the system holds the desired document. If the document is held, IBL personnel search central in an attempt to locate it. Since nearly all documents are for reference only, the process of reserving titles does not enter the procedure for filling document requests.

Pamphlets. Normally, pamphlet requests are not canvassed outside the central library.[1] Reserves are not placed in attempting to fill pamphlet requests. Either the pamphlet is immediately available or the patron is notified that the item is unavailable. In the case of ARCO pamphlets, IBL personnel will attempt to verify doubtful titles directly with the publisher and, once verified, will telephone up to ten agencies in an effort to locate the desired title. In other respects, the procedure for filling pamphlet requests is the same as that used in handling author/title requests for books in English.

Periodicals. Requests for periodicals are not routed to the system's agencies on the rings. Nor are reserves taken for desired periodicals. If a requested periodical is not available at the central library, but is held at other agencies, IBL personnel will telephone up to ten such agencies in an attempt to locate an available circulating copy of the periodical.

Foreign Language Titles. All requests for foreign language titles not filled at the individual agencies are sent directly to the Language and Literature Division (LLD) at the central library. The IBL office is not involved in the handling of such requests. If the requested title is held and available at LLD, it is sent to the requesting agency. If it is held, but on loan, a reserve is placed. Only LLD permanently holds foreign language books. It is not possible to identify agencies which may be temporarily holding a requested title because records are not kept of foreign language books temporarily circulating among the system's agencies. Normally, foreign language books are not away from LLD for more than nine weeks at a time. Reserves at LLD are checked as books are returned. When a reserved book comes in, LLD sends it to the requesting agency. If such a book is not returned in nine weeks the requesting agency and patron are notified that the book requested is not available. If the book requested is held but does not circulate or is not held at all, the requesting agency and, in turn, the patron are notified that the book is either available for reference only or unavailable, respectively.

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[1] One exception is requests for ARCO pamphlets, which contain information relating to various civil service examinations.

Music Scores. The author/title form is used to request music scores for patrons and the procedure followed in processing these requests corresponds to that employed in filling requests for specific books in English. Since scores are held at agencies, as well as at the central library, the search for music scores may include routing requests for them on the rings.

Subject Requests

When a patron initiates a subject request at an agency, the librarian checks the agency's holdings to ascertain whether the request can be adequately serviced from the agency collection. If this does not appear to be possible, the librarian prepares a subject request form and sends it to the IBL office.

IBL personnel determine whether or not the subject request can be readily and completely converted into an author/title request or requests.[1] If such a conversion is made, the request is thereafter processed as an author/title request in the manner detailed earlier. If it is not possible to convert the subject request into an author/title request, IBL sends the subject request to the appropriate central subject division. That subject division is then responsible for that request. In attempting to fill the request, the division relies on its resources, the resources of other subject divisions and resources in other parts of the library which may be appropriate. If the subject division handling the request cannot find any materials held by the system which would meet the request, the division personnel indicate on the request form any outside sources where information might be available. The form is then returned to IBL which sends it to the requesting agency for notification of the patron.

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[1] A request for the poetry of Thomas Hardy, for example, would be so convertible.

If materials are available in the subject division handling the request, these materials are sent directly to the requesting agency from the subject division. When materials needed to fulfill the request are not available in central subject divisions, or when all of the materials needed are not available there and worthwhile materials are available elsewhere in the system, the responding subject division notes titles which could be of help on the subject request form and forwards the form to IBL. IBL personnel convert these titles into author/title requests and telephone holding agencies for the listed titles. Titles located in this manner are sent to the requesting agency from the holding agency. The patron is informed and, when he comes to the requesting agency, the materials are checked out to him. When the titles required are not located in the telephone procedure, the form is returned to the requesting agency and the patron is notified that materials to fill his request are unavailable. It should be noted that, as appropriate in the procedures outlined above, reserves are put on materials which would be helpful in filling a subject request.

Picture Requests

The system maintains a picture collection at the central library. Patrons wishing to secure a picture on interbranch loan fill out a picture request form at an agency. This form is sent by the agency to the picture collection. Picture requests filled at the collection are returned to the requesting agency and the patron is notified of their availability. Those requests not fillable are so noted on the request form, the form is returned to the agency and the patron is notified. Since there are no picture resources in the system outside the picture collection, only that collection is involved in the filling of picture requests.

Multiple Copy Requests

There are three ways of submitting multiple copy requests: the requesting agency may telephone the request to the IBL office; the requesting agency may submit one author/title form on which it indicates the number of copies of the desired title that is needed; or, the requesting agency may submit a separate author/title form for each copy of the title required. Regardless of the manner in which the request is made, IBL personnel first check the union catalog to determine to what extent

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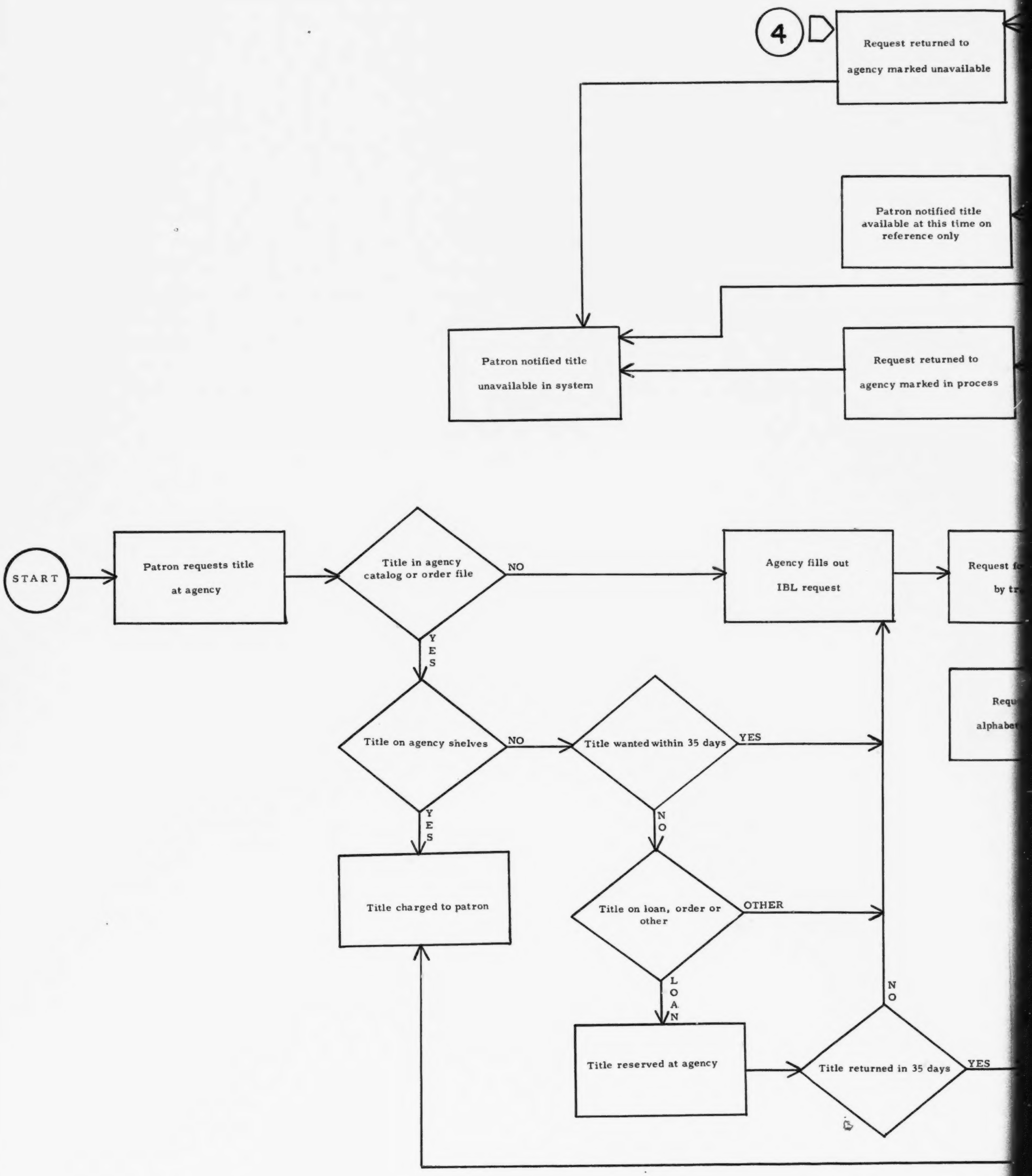

4
Request returned to agency marked unavailable
Patron notified title available at this time on reference only
Patron notified title unavailable in system
Request returned to agency marked in process
START
Patron requests title at agency
Title in agency catalog or order file
NO
YES
Agency fills out IBL request
Request f
by tr
Requ
alphabe
Title on agency shelves
NO
YES
Title wanted within 35 days
YES
NO
Title charged to patron
Title on loan, order or other
OTHER
LOAN
Title reserved at agency
Title returned in 35 days
NO
YES

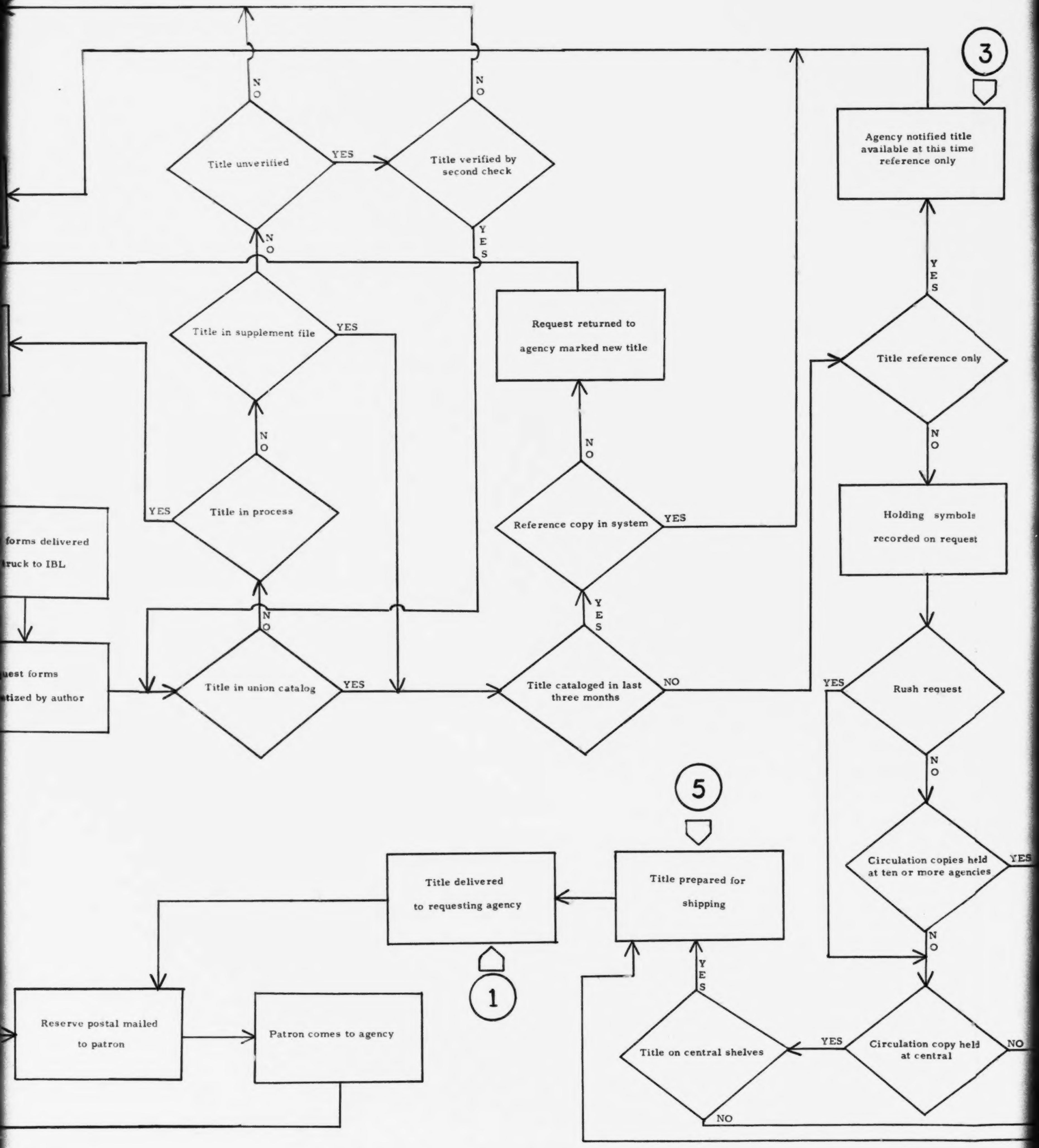
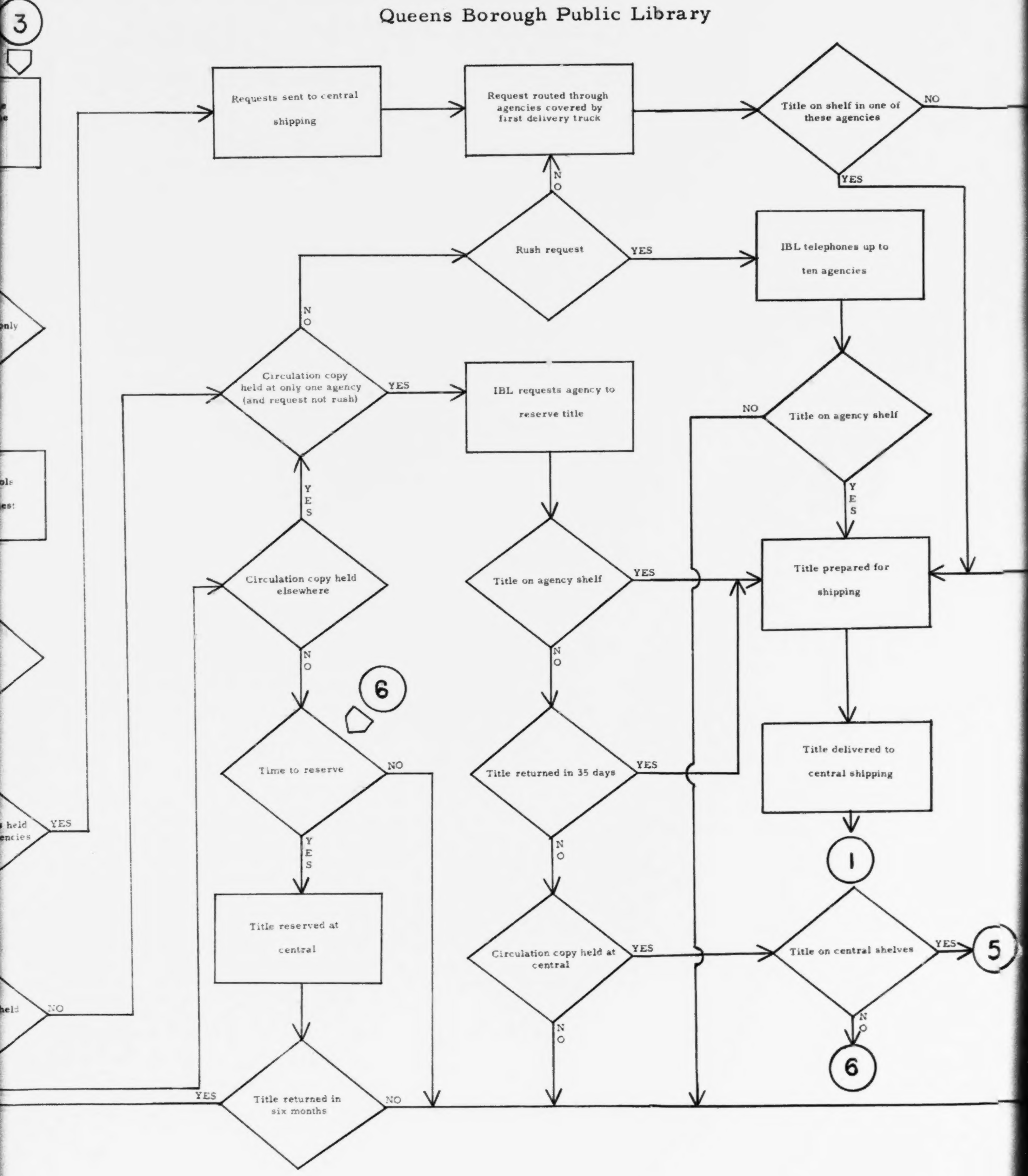
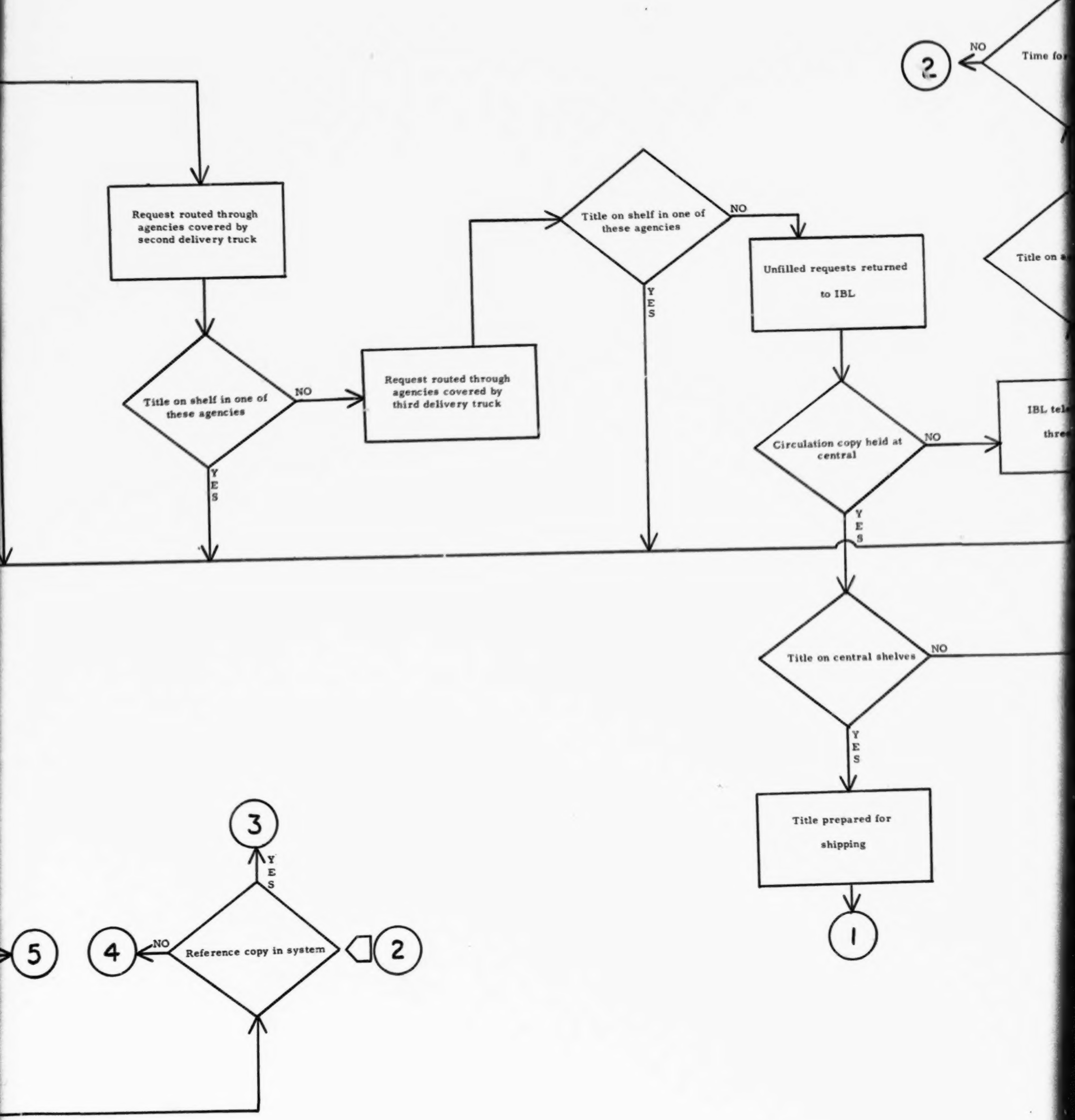

3
Title unverified
YES
NO
Title verified by second check
NO
YES
Agency notified title available at this time reference only
Title in supplement file
YES
NO
Request returned to agency marked new title
YES
Title reference only
NO
Title in process
YES
NO
Reference copy in system
YES
NO
Holding symbols recorded on request
forms delivered
ruck to IBL
uest forms
tized by author
Title in union catalog
YES
NO
Title cataloged in last three months
YES
NO
Rush request
YES
NO
5
Circulation copies held at ten or more agencies
YES
NO
Title delivered to requesting agency
Title prepared for shipping
1
YES
Reserve postal mailed to patron
Patron comes to agency
Title on central shelves
NO
YES
Circulation copy held at central
NO

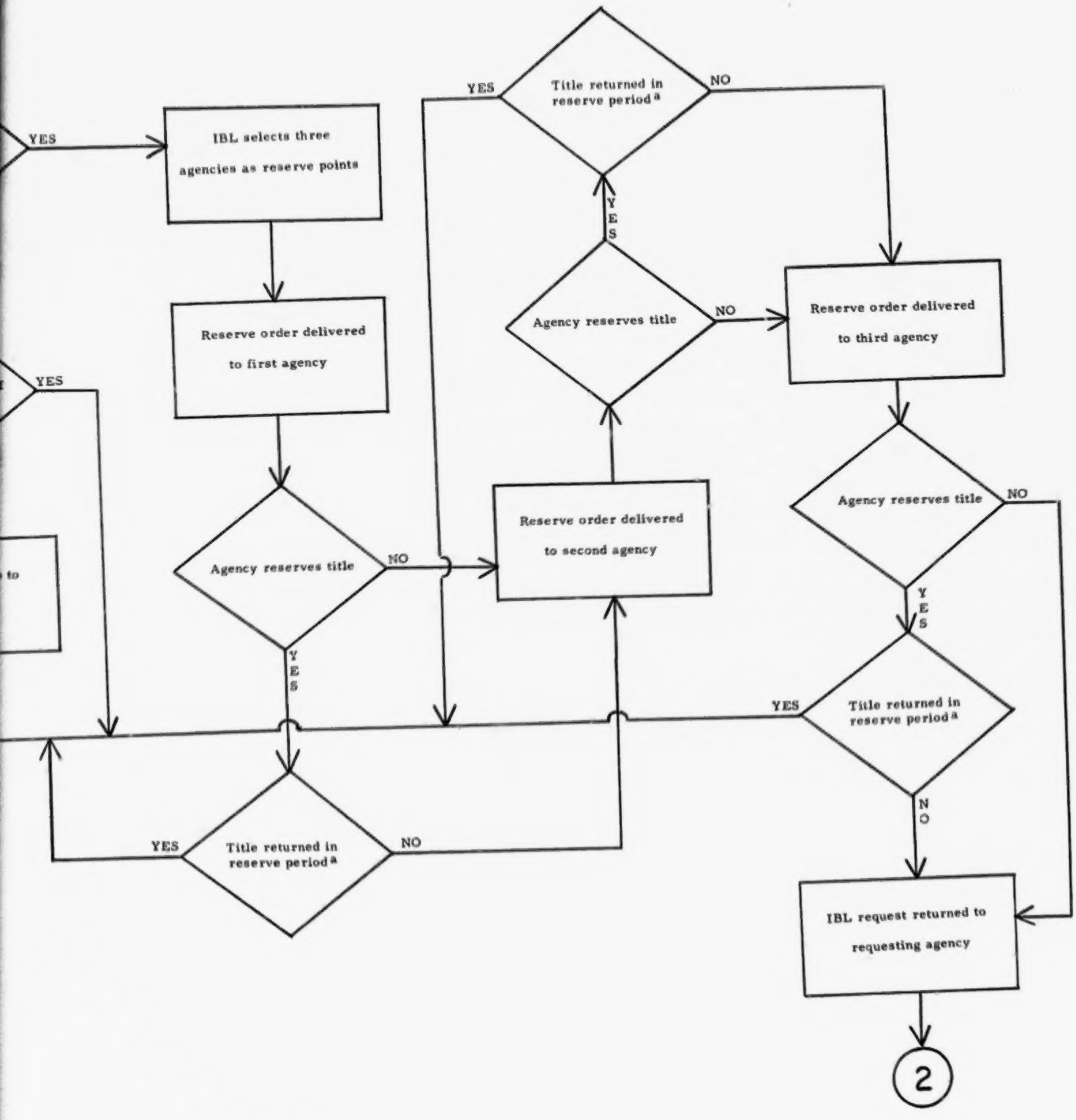
Chart B

SYSTEM FLOW—AUTHOR/TITLE REQUESTS

Queens Borough Public Library


3
Requests sent to central shipping
Request routed through agencies covered by first delivery truck
Title on shelf in one of these agencies
NO
YES
NO
Rush request
YES
IBL telephones up to ten agencies
NO
Circulation copy held at only one agency (and request not rush)
YES
IBL requests agency to reserve title
NO
Title on agency shelf
YES
YES
Circulation copy held elsewhere
Title on agency shelf
YES
Title prepared for shipping
NO
NO
6
Time to reserve
NO
Title returned in 35 days
YES
Title delivered to central shipping
YES
YES
NO
1
Title reserved at central
Circulation copy held at central
YES
Title on central shelves
YES
5
NO
NO
NO
6
YES
Title returned in six months
NO


NO
Time fo
2
Request routed through agencies covered by second delivery truck
Title on shelf in one of these agencies
NO
YES
Title on a
Unfilled requests returned to IBL
Title on shelf in one of these agencies
NO
YES
Request routed through agencies covered by third delivery truck
IBL tel
thre
Circulation copy held at central
NO
YES
Title on central shelves
NO
YES
Title prepared for shipping
1
3
YES
5
4
NO
Reference copy in system
2


YES
IBL selects three agencies as reserve points
Reserve order delivered to first agency
YES
to
Agency reserves title
NO
YES
YES
Title returned in reserve period a
NO
YES
Title returned in reserve period a
NO
YES
Agency reserves title
NO
Reserve order delivered to second agency
Reserve order delivered to third agency
Agency reserves title
NO
YES
YES
Title returned in reserve period a
NO
IBL request returned to requesting agency
2

a For branches the reserve period is 35 calendar days; for the central library it is six months and where the requested title is held. Next, copies available at the central library are gathered. If there are not sufficient copies at central to fill the request and there is enough time remaining before the request is needed, additional copies are sought via the ring procedure. In so doing, the IBL office prepares as many individual author/title forms as are necessary. If time is a limiting factor, and generally it is for multiple copy requests, IBL personnel telephone agencies holding the title in an attempt to locate the copies needed. If the number of copies desired is located, they are sent to the requesting agency. When less than the desired number of copies is located, IBL personnel telephone the requesting agency to discuss what additional steps, if any, should be taken. Requesting agency personnel may decide that the copies available will fill the need or may decide, for example, that another title should be substituted for the one originally requested, in which case a new multiple copy request is initiated.

INTERBRANCH LOAN COMMUNICATIONS

Normally, interbranch loan requests are written on the form appropriate for the type of request and sent by system truck to the central library where they are dealt with as described in the last section. In rare instances, a rush request may be telephoned from a requesting agency to the IBL office if the requesting agency feels that sending by truck would not produce the desired item in time.

Each day, Monday through Friday, all of the system's agencies are visited by one of the delivery trucks. On most days, the system is covered by three truck routes. On days when the volume of deliveries is heavy, a fourth route is run. This route consists of various agencies which normally are covered by one of the three normal routes.

No ring of author/title requests is sent on this fourth route. At present, there are no arrangements for sending the requests that bypassed the agencies on the fourth route to those agencies the next time three routes are run. However, it is understood that the system will soon be adopting a trucking schedule which will regularly include four truck routes on some days and three routes on the others. Four routes are planned for Monday and Tuesday and three for Wednesday through Friday. The library intends to change the present ring procedure to insure that all author/title requests are circulated to every agency that could conceivably fill them.

Each time a truck calls at an agency, the interbranch loan requests generated there since the last truck visit are picked up for delivery to the IBL office. At the same time, titles requested on interbranch loan by the agency being visited, which have been located since the last truck visit, are delivered. In addition, items located at the agency being visited in response to interbranch loan requests from other agencies are picked up for ultimate delivery to the requesting agencies. The majority of such items are found in the search with the ring brought by the truck but some are located in response to telephone requests from the IBL office. (Thus, agencies currently on the occasional fourth route that do not receive a ring for searching may have items ready for delivery to requesting agencies when they are visited by the fourth route truck.)

Items collected at the various agencies during the day are sorted each evening at the central shipping room for truck delivery on the following day. Under the present trucking arrangements, there is no official provision for picking up and delivering items the same day when the supplying agency and the requesting agency are on the same truck route and the supplying agency is visited first. It is understood, however, that this practice is occasionally followed.

TIME REQUIRED TO FILL INTERBRANCH LOAN REQUESTS

Precise information on the time required to fill the various types of interbranch loan requests is not available. The remainder of this section discusses some of the factors which are pertinent, however, to the length of time it takes to service the several kinds of requests.

Author/Title Requests

In the course of this study, IBL personnel estimated the percentages of author/title requests filled in February 1966 that were filled at the various stages of the interbranch loan processing procedure. Table B-2 summarizes these estimates.

Table B-2

AUTHOR/TITLE REQUESTS FILLED FEBRUARY 1966

Queens Borough Public Library

Method	Percent of Requests[a]	Days Required[b]
Search at Central	15[c]	3 - 7
Rings	38	4 - 14
Telephone	14	9 - 20
Reserve	13	10 +
Not Found	20	—

[a] Represents items found in first search of central building. QBPL personnel report that the percentage of total requests found at the central building in the search made after requests have been sent on the rings is nearly nil.

[b] Total days between request and receipt of requested items at requesting agency. Search for requested titles made Monday through Friday. Number of days includes allowance for weekends when no search is made.

[c] Rounded to nearest percent.

Subject Requests

Prior to the move to the new central building and the change in the methods of handling subject requests, IBL personnel report that they attempted and generally succeeded in dealing with this type of request in one day. Allowing for the transportation time required and the effect of weekends, the bulk of subject requests would then have been handled in from three to five days from patron request to materials delivery at the requesting agency.

Since the change in the method of handling subject requests, the time taken to deal with them has apparently increased. It is not yet clear whether this constitutes a permanent change or whether it is due to difficulties some subject division personnel are having in routinizing the new task of handling subject requests. At present, though some subject requests are being dealt with as rapidly as before, a substantial number of requests takes two weeks or longer to be filled.

Picture Requests

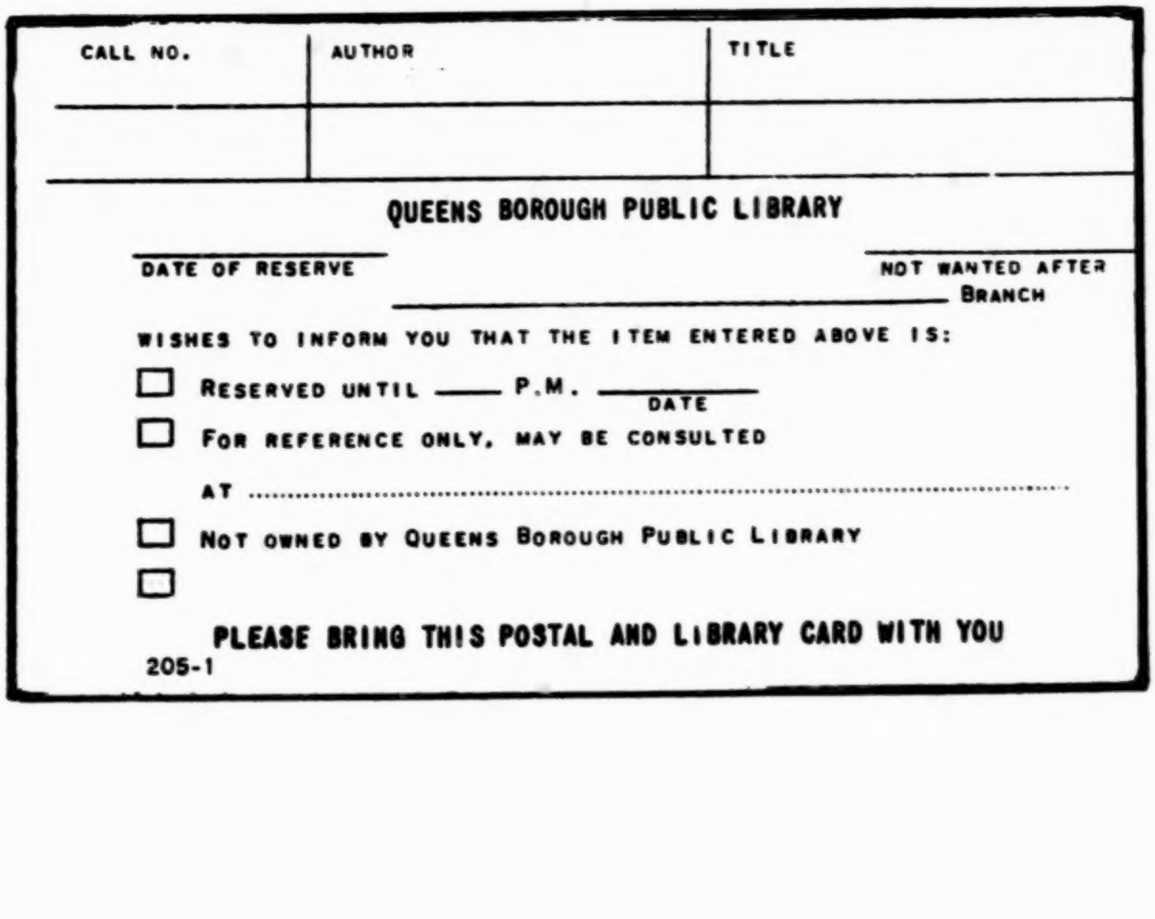
Library personnel report that most picture requests which can be filled are handled in one day by the picture collection in the central building and thus take from three to five days from the time the patron makes his request until the pictures arrive at the requesting agency.

Multiple Copy Requests

Multiple copy requests are generally handled at the IBL office in one to four days, depending on how much, if any, telephoning is needed to fill them. Thus, the length of time from patron request to the delivery of materials to the requesting agency will generally be from two to eight days.

FORMS USED IN INTERBRANCH LOAN

1. Agency reserve postal form. This form is used to notify requesting patron of a branch agency of the result of his request.



CALL NO.	AUTHOR	TITLE

QUEENS BOROUGH PUBLIC LIBRARY

DATE OF RESERVE ____ NOT WANTED AFTER ____

____ BRANCH

WISHES TO INFORM YOU THAT THE ITEM ENTERED ABOVE IS:

☐ RESERVED UNTIL ____ P.M. ____ DATE

☐ FOR REFERENCE ONLY, MAY BE CONSULTED

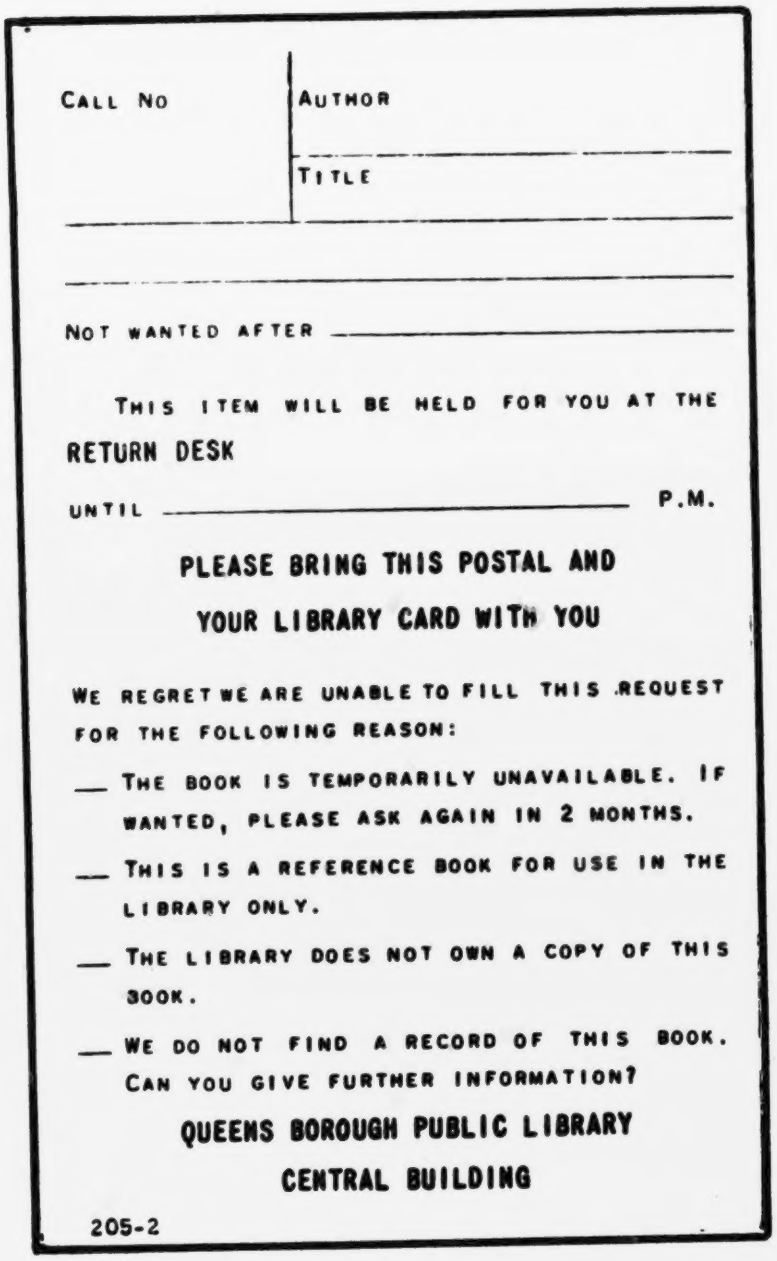
AT ....

☐ NOT OWNED BY QUEENS BOROUGH PUBLIC LIBRARY

☐

PLEASE BRING THIS POSTAL AND LIBRARY CARD WITH YOU

205-1



Call No

Author

Title

Not wanted after

This item will be held for you at the
RETURN DESK
until ______ P.M.

**PLEASE BRING THIS POSTAL AND
YOUR LIBRARY CARD WITH YOU**

We regret we are unable to fill this request for the following reason:

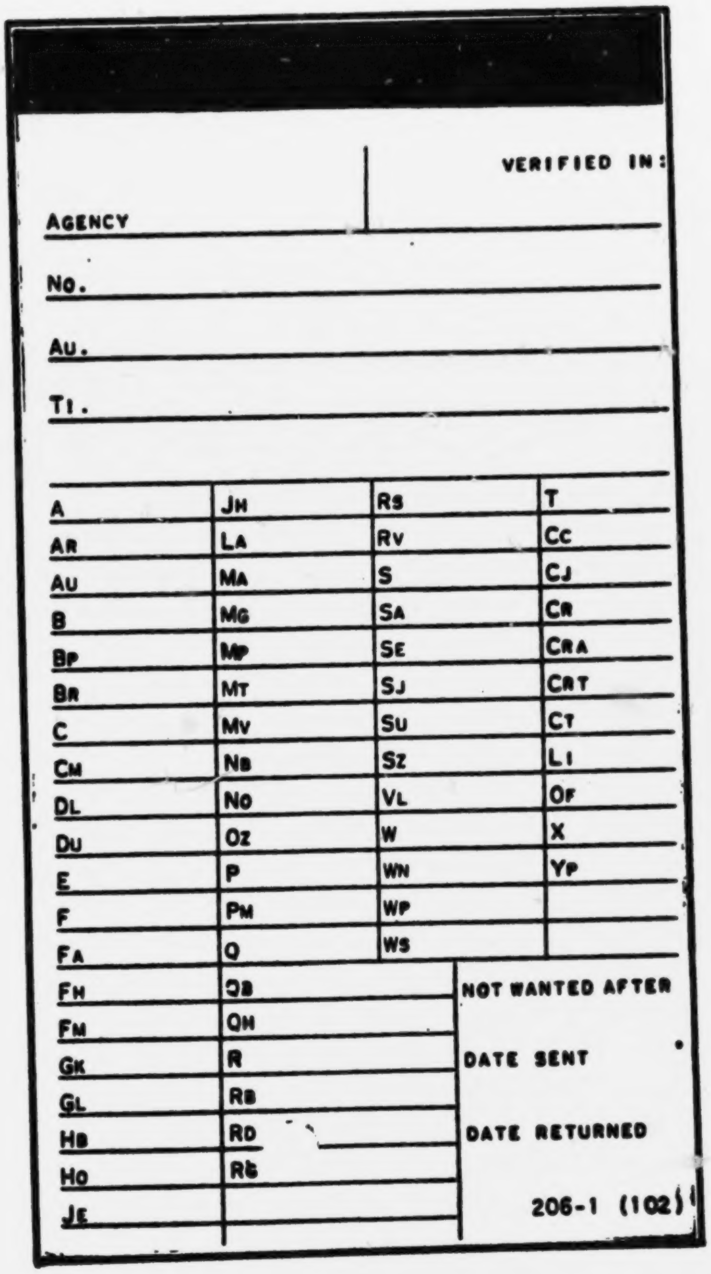
- ___ The book is temporarily unavailable. If wanted, please ask again in 2 months.
- ___ This is a reference book for use in the library only.
- ___ The library does not own a copy of this book.
- ___ We do not find a record of this book. Can you give further information?

**QUEENS BOROUGH PUBLIC LIBRARY
CENTRAL BUILDING**

205-2

2. Central library reserve postal form. The form at left is used to notify requesting patron of the central library of the result of his request.

3. Author/title request form. The form at right is used by agency personnel to request specific titles on inter-branch loan.



Agency | Verified in:

No.

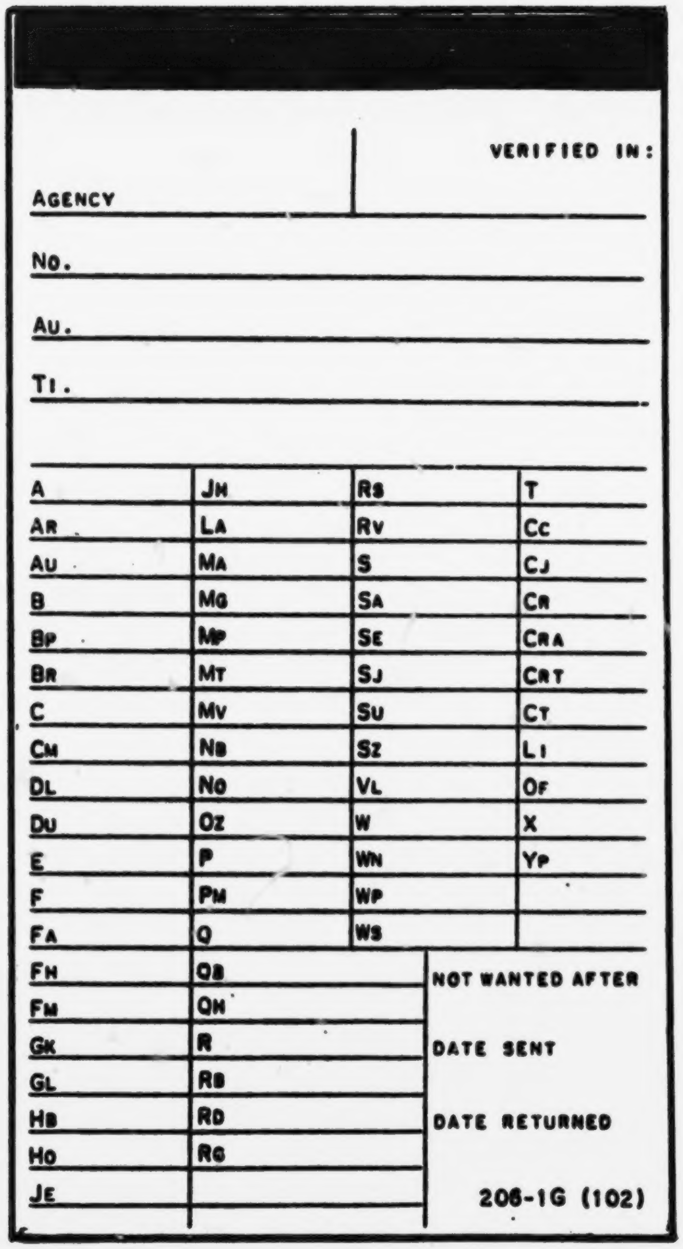
Au.

Ti.

A	Jh	Rs	T
Ar	La	Rv	Cc
Au	Ma	S	Cj
B	Mg	Sa	Cr
Bp	Mp	Se	Cra
Br	Mt	Sj	Crt
C	Mv	Su	Ct
Cm	Nb	Sz	Li
Dl	No	Vl	Of
Du	Oz	W	X
E	P	Wn	Yp
F	Pm	Wp	
Fa	Q	Ws	
Fh	Qb	Not wanted after	
Fm	Qh		
Gk	R	Date sent	
Gl	Rb		
Hb	Rd	Date returned	
Ho	Re		
Je		206-1 (102)	

4. Author/title request form (green paper stock). The form at right is used at filling agency to send to requesting agency item which has been located by phone search.

5. Interagency request form. The form below is used to show results of reserves set by IBL personnel when requested item has not been located at the central library via the ring or by phone.



VERIFIED IN:

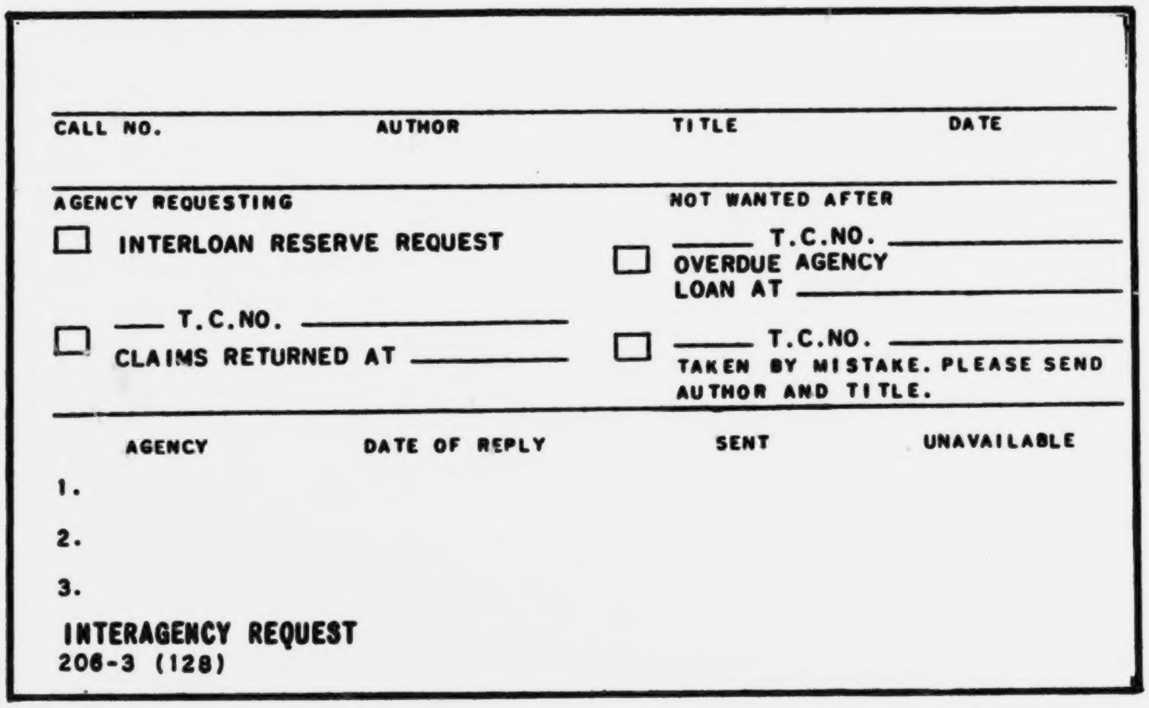
AGENCY

No.

Au.

Ti.

A	Jh	Rs	T
Ar	La	Rv	Cc
Au	Ma	S	Cj
B	Mg	Sa	Cr
Bp	Mp	Se	Cra
Br	Mt	Sj	Crt
C	Mv	Su	Ct
Cm	Nb	Sz	Li
Dl	No	Vl	Of
Du	Oz	W	X
E	P	Wn	Yp
F	Pm	Wp	
Fa	Q	Ws	
Fh	Qb	NOT WANTED AFTER	
Fm	Qh		
Gk	R	DATE SENT	
Gl	Rb		
Hb	Rd	DATE RETURNED	
Ho	Rg		
Je		206-1G (102)	



CALL NO. AUTHOR TITLE DATE

AGENCY REQUESTING

NOT WANTED AFTER

☐ INTERLOAN RESERVE REQUEST

☐ ____ T.C.NO. ____
OVERDUE AGENCY
LOAN AT ____

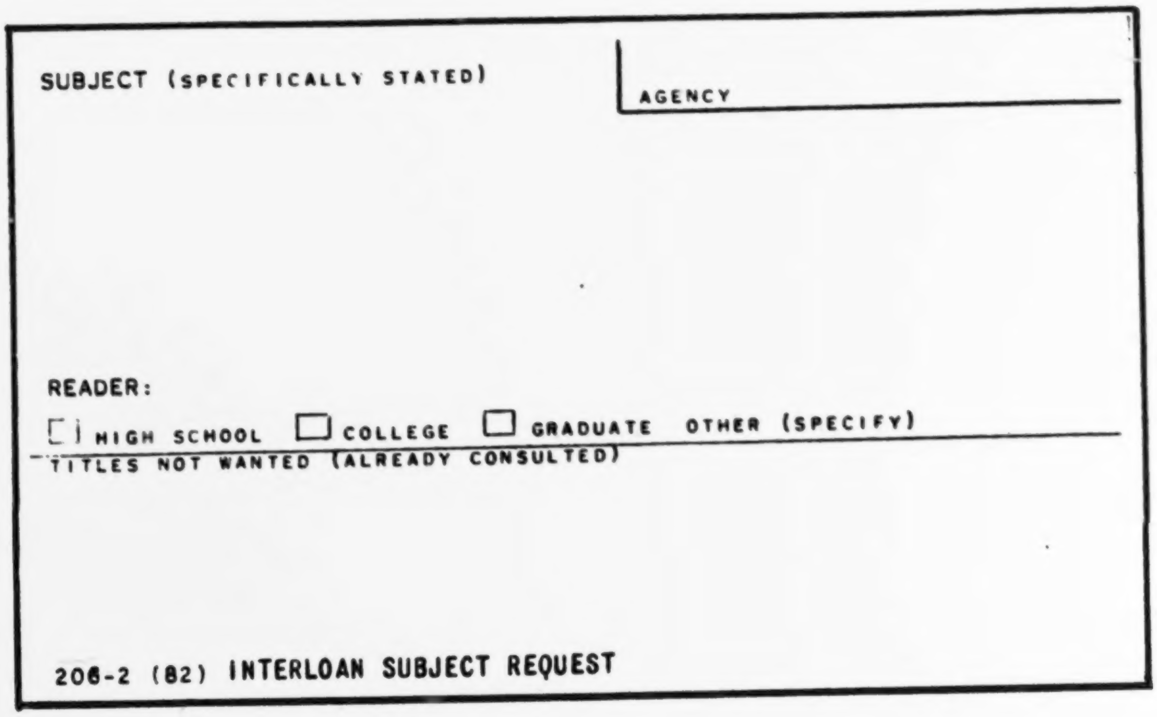
☐ ____ T.C.NO. ____
CLAIMS RETURNED AT ____

☐ ____ T.C.NO. ____
TAKEN BY MISTAKE. PLEASE SEND AUTHOR AND TITLE.

AGENCY	DATE OF REPLY	SENT	UNAVAILABLE
1.			
2.			
3.			

INTERAGENCY REQUEST
206-3 (128)

6. Subject request form. This form is used to forward subject request from the requesting agency to the central library and to inform requesting agency of the disposition of the request.



SUBJECT (SPECIFICALLY STATED)

AGENCY

READER:

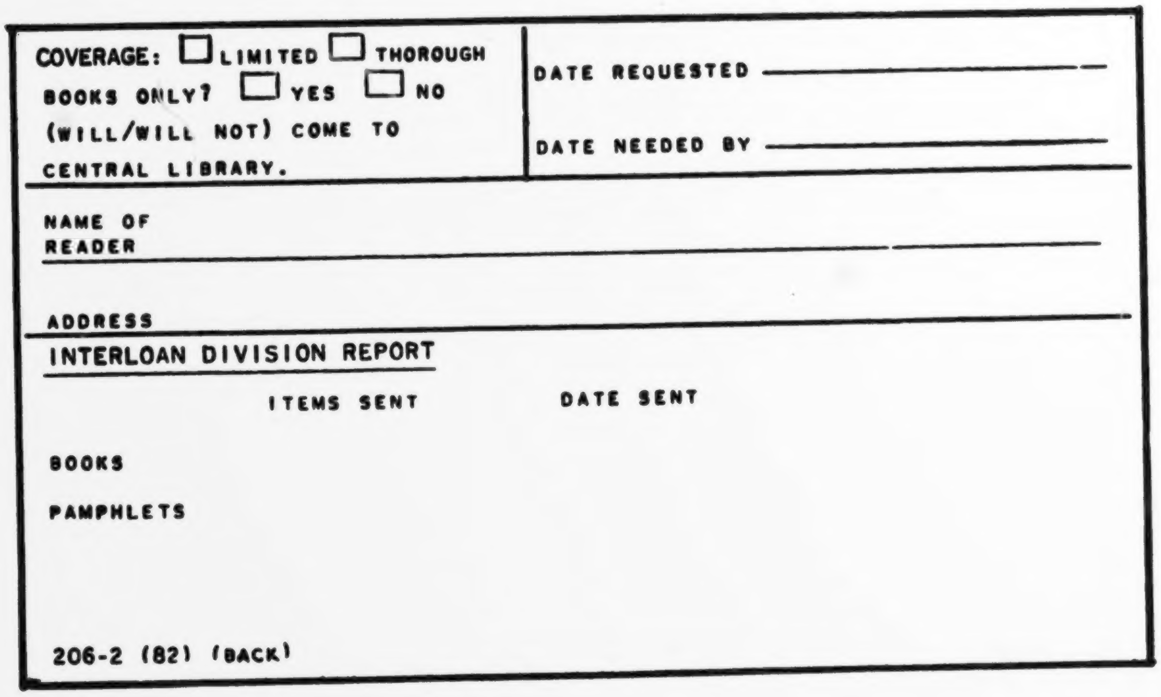
☐ HIGH SCHOOL ☐ COLLEGE ☐ GRADUATE OTHER (SPECIFY)

TITLES NOT WANTED (ALREADY CONSULTED)

206-2 (82) INTERLOAN SUBJECT REQUEST

FRONT

BACK



COVERAGE: ☐ LIMITED ☐ THOROUGH
BOOKS ONLY? ☐ YES ☐ NO
(WILL/WILL NOT) COME TO CENTRAL LIBRARY.

DATE REQUESTED

DATE NEEDED BY

NAME OF READER

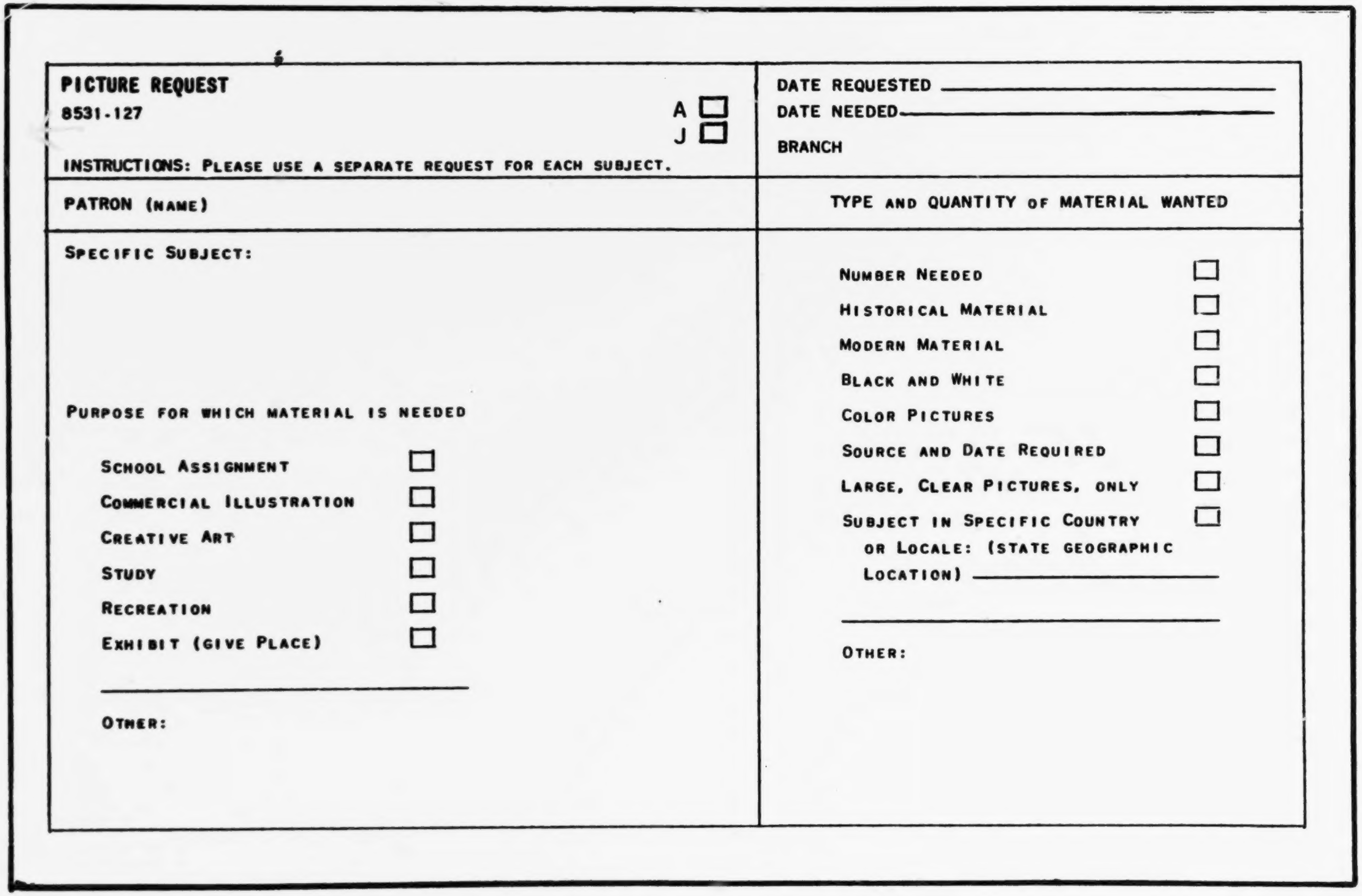
ADDRESS

INTERLOAN DIVISION REPORT

	ITEMS SENT	DATE SENT
BOOKS		
PAMPHLETS		

206-2 (82) (BACK)

7. Picture request form. This form is used to forward picture request from the requesting agency to the picture collection at the central library.



PICTURE REQUEST
8531-127

A ☐
J ☐

INSTRUCTIONS: PLEASE USE A SEPARATE REQUEST FOR EACH SUBJECT.

DATE REQUESTED ____
DATE NEEDED ____
BRANCH

PATRON (NAME)

SPECIFIC SUBJECT:

PURPOSE FOR WHICH MATERIAL IS NEEDED

- SCHOOL ASSIGNMENT ☐
- COMMERCIAL ILLUSTRATION ☐
- CREATIVE ART ☐
- STUDY ☐
- RECREATION ☐
- EXHIBIT (GIVE PLACE) ☐

OTHER:

TYPE AND QUANTITY OF MATERIAL WANTED

- NUMBER NEEDED ☐
- HISTORICAL MATERIAL ☐
- MODERN MATERIAL ☐
- BLACK AND WHITE ☐
- COLOR PICTURES ☐
- SOURCE AND DATE REQUIRED ☐
- LARGE, CLEAR PICTURES, ONLY ☐
- SUBJECT IN SPECIFIC COUNTRY OR LOCALE: (STATE GEOGRAPHIC LOCATION) ____ ☐

OTHER:

INTERLIBRARY LOAN REQUESTS

Interlibrary loan requests are made only on behalf of research workers, representatives of commercial firms or adults who, for a serious purpose, request an item not held in the system and not in print. What is "serious" is decided at the agency level on a case by case basis, but an adult's request that meets the "not held in system" and "out of print" criteria would generally be accepted.

When an interlibrary loan request is accepted at an agency, an agency employee prepares a regular author/title request form noting on it the name and address of the requesting patron, the reason for the request, and that the item is to be sought through interlibrary loan. The completed form is sent to the IBL office where an attempt is made to verify the request. Whether it is verified or not, the IBL office tries to secure the requested title through interlibrary loan.

Two main procedures are followed. One is for periodicals, and one for other materials. The procedure for periodicals is as follows. After the verification procedure, IBL personnel search the requested periodical in the Library of Congress Union List of Serials. If it is listed there, the IBL office attempts to secure the requested periodical from one of the holding libraries shown in the Union List. If the periodical item is not listed or if, though listed, it is not possible to secure a copy of the item from a holding library, the requesting agency and, in turn, the patron are notified that the request cannot be filled.

When material other than a periodical is requested on interlibrary loan, the IBL office telephones the Brooklyn Public Library's union catalog and asks whether the requested title is held by that system. If it is, a request is sent to Brooklyn, using the standard American Library Association interlibrary loan request form, and if the title is secured it is sent to the requesting agency which in turn charges it out to the requesting patron. If the Brooklyn Public Library does not furnish the title, the IBL office mails a request to the New York State Library in Albany. No check is first made with the State Library to ascertain if it holds the requested title. A special form furnished by the State Library is used for the request. If the State Library can furnish the item, it is sent to the IBL office which then forwards it to the requesting agency. If the State Library cannot furnish the requested title, it so informs the IBL office on the request form, and the IBL office next requests the item from the Library of Congress using the standard form for interlibrary loans. If the Library of Congress can furnish the title it does so, sending it to the IBL office which then forwards it to the patron through the requesting agency. If the Library of Congress cannot fill the request it sends a list of libraries, if any, holding the title sought. If any libraries are listed, the IBL office contacts some or all of them, again using the standard interlibrary loan form. If the title is secured, the usual procedure of sending it to the requesting agency which notifies the patron occurs. If the title is not secured, the requesting agency and, in turn, the patron are notified that the requested item is not available.

TELEPHONE CALLS TO PUBLIC CATALOG

As one of the services at the system's public catalog, library personnel answer patrons' telephone questions concerning the holdings of the system. The library does not presently maintain a record of the number of such calls. In calendar year 1963, when such a statistic was last kept, 38,443 telephone inquiries were serviced at the public catalog.

Since 1963, the method of maintaining telephone inquiry statistics has changed. The number of individual calls to the catalog is no longer kept. Instead the number of different individual items asked about by telephone at the catalog is recorded. This statistic is included in, but cannot readily be broken out of, a figure for total reference statistics for the public catalog. Besides the calls of inquiry this total reference statistic includes such items as the number of people instructed in the use of the catalog and the number of inquiries concerning catalog holdings made in person by patrons at the catalog.

In the 12 month period March 1965 through February 1966, the figure for total reference statistics for the public catalog was 393,747. System personnel estimate that inquiries by telephone concerning individual items in the catalog probably represented from 35 to 45% of that total figure, or from about 138,000 to 177,000 individual items. If the midpoint of this estimate, or 40% of the total reference statistics, is taken as an approximation of the actual experience, the number of individual items of telephone inquiry at the catalog in the period would be about 157,500.

System personnel believe that in the average call the patron asks for information on two items.[1] If this is so, and assuming that telephone inquiry items represented 40% of total reference statistics for the public catalog, in the period March 1965 through February 1966, patrons made an estimated 78,750 telephone calls of inquiry to the catalog. This would constitute an increase of about 105% in the number of such calls over 1963. System personnel familiar with the situation believe this a reasonable estimate. They ascribe the considerable increase in telephone calls to the public catalog to the public's increased awareness of the availability of this service.

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[1] A patron is limited to asking about three items per telephone call to the public catalog.

Appendix C

THE NEW YORK PUBLIC LIBRARY

The New York Public Library system encompasses the boroughs of Manhattan, Bronx and Richmond. The library's agencies in each borough are under the general supervision of a borough administrator who reports to the circulation department's administrative staff.

Currently, 77 agencies are included in the system's network of circulating collections. There are 35 such agencies in Manhattan, 30 in the Bronx and 12 in Richmond. In addition, two bookmobiles in the Bronx and one in Richmond service readers. Six special reference agencies provide for the non-circulation needs of the system's patrons.

Central reserve collections have been built up in each borough to supplement the holdings of individual agencies. The original central reserve collection was created in Manhattan. Initially, this collection contained the system's nucleus of more specialized books, titles too esoteric for purchase by local agencies. The collection has been expanded and diversified, however, and presently includes copies of popular circulating books. The adult and young adult Manhattan reserve collection now consists of approximately 172,000 volumes, including complete holdings in American literature and a sizable collection of foreign language books.

Within the past decade, regional reserve collections have been established in the Bronx and in Richmond. As Table C-1 indicates, the Bronx regional collection includes nearly 105,000 volumes, of which approximately 38% are fiction and 62%, non-fiction. The regional collection in Richmond contains approximately 35,000 volumes.

The function of these central reserves is to augment collections of local agencies, thereby increasing public service. This is accomplished in two major ways. First, circuit books from the reserve collections are loaned to local agencies for periods of up to four months. Second, the reserve collections play a key role in filling patrons' requests for material on loan.

Table C-1

VOLUMES IN CENTRAL RESERVE COLLECTIONS
APRIL 1966 [a]

The New York Public Library

Borough	Total	VOLUMES			
		Fiction		Non-Fiction	
		Number	Percent	Number	Percent
Manhattan (CN)	171,931 [b]	58,938	34.3	112,993	65.7
Bronx (EX)	104,729	39,668	37.9	65,061	62.1
Richmond (RR)	34,677	n.a.	—	n.a.	—

a Includes adult and young adult books.

b Includes 43,902 foreign language books.

Note: CN, EX and RR are the library's own codes for its regional collections.

TYPES OF INTERLOAN

Most materials normally circulated by the system, including fiction as well as non-fiction, may be made available to patrons through interbranch loan procedures. In addition, commercial firms and adults engaged in serious research may request the library to secure materials not held in the system on interlibrary loan. Procedures for interlibrary loan conform to the standards established by the American Library Association.

There are three categories of interbranch loan requests. These are:

1. author/title request—for a specific piece of material;
2. subject request—for material in a specific area of knowledge; and,
3. foreign language request—for books in a specific foreign language.

Reference only materials, including periodicals, are not available to patrons of the system on interbranch loan. Classes of circulating material not generally available through interbranch loan include: uncataloged paperbacks, pay duplicate materials, phonorecords, and juvenile materials.

VOLUME OF INTERLOAN REQUESTS

Virtually no requests for interlibrary loan originate within the system. During 1965, however, the library handled an estimated 120,426 requests for interbranch loan.[1] This total of interbranch loan requests accounts for 39.7% of the 303,268 reserve postals filed by patrons during 1965.[2] The remaining reserve postals represent those requests for material that were filled at the point of filing and that, therefore, never entered the interloan process.

Since the library does not maintain complete statistics on the number of interbranch loan requests filled at one agency for another, it is not possible to determine the percentage of the 120,426 requests that were filled by the system in 1965. Table C-2 shows the number of requests received and filled at the Bronx and Richmond regional collections. As the table indicates, the Bronx regional office was able to fill an estimated 65% of the requests it received directly from borough agencies, while the Richmond regional office was able to fill 73% of such requests. The remaining interbranch requests were either returned to agencies unfilled or sent to the system's Interbranch Loan Office (IBL) at the Donnell Library Center.[3]

In 1965, the IBL office received a total of 106,883 interbranch requests. This represents the total of requests received from agencies served directly by the Manhattan regional office and unfilled requests forwarded to the IBL office from the Bronx and Richmond regional offices. Table C-3 shows the number and percent of all requests received at the IBL office that were filled from each of the system's regional collections. As has been indicated, the percent of the 26,401 requests not filled at the regional collections that eventually were filled at other agencies in the system is not known.

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[1] Derived from the library's records and research undertaken by Nelson Associates in conjunction with system personnel.

[2] Figure, obtained from the library's accounting office, is based on the nickel charge per reserve card.

[3] Only requests that the regional office determines to be unfillable, such as those for titles not yet published, are returned to the requesting agencies at this point.

The combined statistics of Tables C-1 and C-2 indicate that some 94,025 requests, or 78.1% of the estimated total number of interbranch loan requests handled by the system in 1965, were filled from the resources of the library's regional collections.

Table C-2

INTERBRANCH LOAN REQUESTS RECEIVED AT BRONX AND RICHMOND REGIONAL COLLECTIONS FROM AGENCIES SERVED DIRECTLY 1965[a]

The New York Public Library

Regional Collection	Requests Received Directly from Agencies Served	Requests Filled	Percent Filled
Bronx (EX)	10,558	6,863[b]	65.0[b]
Richmond (RR)	9,156	6,680	73.0

a Derived from the library's records and research undertaken by Nelson Associates in conjunction with system personnel.

b Estimates based on available statistics.

Table C-3

INTERBRANCH LOAN REQUESTS FILLED AT REGIONAL COLLECTIONS FOLLOWING RECEIPT AT IBL OFFICE

1965[a]

The New York Public Library

Requests Received at IBL Office[b]		Regional Collections						Requests Unfilled at Regional Collections	
		Manhattan (CN)		Bronx (EX)		Richmond (RR)			
Number	Percent	Filled	Percent	Filled	Percent	Filled	Percent	Number	Percent
106,883[c]	100.0	63,444	59.4	16,476[d]	15.4[d]	562	0.5	26,401	24.7

[a] Derived from the library's records and research undertaken by Nelson Associates in conjunction with system personnel. It should be noted that requests filled during a year are not necessarily those received during a year due to yearly overlaps. However, it is believed that the overlap at the beginning and end of year sufficiently counterbalance to make comparisons possible.

[b] Number of interbranch request forms; multiple requests on one form counted once; second requests also counted.

[c] Includes 105,105 author/title requests and 1,778 subject requests. Foreign language requests are included in the count of author/title requests.

[d] Estimate based on available statistics. In 1965, the Bronx regional office received 22,883 requests forwarded from the IBL office for agencies in the system.

INTERBRANCH LOAN PROCEDURES

As has been indicated, a patron may initiate any one of three different interbranch loan requests. The procedures followed by system personnel attempting to fill each type of request are described below.

Author/Title Requests

The hierarchy of searches, preparation of forms, system communications and professional efforts that may result from an author/title request are depicted in the flow chart on page C-12.[1] The reader may find it helpful to refer to this chart in conjunction with the following description of these complex procedures.

A patron may have a specific title in mind when he comes to an agency or he may identify a title he would like to borrow in the agency catalog. If the desired title is listed in the catalog, there are two questions to be answered. First, is the title available for circulation at that agency, or is it for reference only? Second, if the title circulates, is it in the agency at that time?

If the title is held by the agency, circulates and is on the shelf, the book is charged to the patron and the process is at an end. If the book is not on the shelf, the patron fills out a reserve postal and the title is reserved at the agency. In deciding how to handle a particular reserve,the agency librarian will take into account the type of book, the demand for the title and the number of reserves currently held for it.

Under typical borrowing, the book out on loan should be returned within 42 days. If it is, the reserve postal card is mailed to the requesting patron who is given from three to five working days to call for the book. If the title is not returned within 42 days, the agency will initiate an interbranch loan request.

---

[1] It should be noted that in both the flow chart and the written material dealing with procedures for locating materials in response to interbranch loan requests the usual methods employed for each type of request are described. Each and every request, however, is not handled in exactly the same way. The procedure or sequence may be varied as necessary to fulfill more efficiently the particular individual request.

If the title is not listed in the agency catalog, the librarian will check the agency order file. If the title is on order, it will be reserved. If the title is not on order, the librarian then checks Books in Print, Forthcoming Books and/or Publishers' Weekly to verify the existence of such a title and determine if it is new. The librarian then fills out the IBL reserve form which is delivered by a system truck to its destination.

The librarian will also attempt to obtain a copy of the title on interbranch loan if the agency copy of the title is for reference only and there appears to be a chance that some other collection within the system may hold a circulating copy, if the book is missing from the agency's shelves for reasons other than its being out on loan[1], or if the patron needs the book before the expiration of the agency reserve period.

The destination of the IBL reserve form may be one of three points. Under existing procedure, all agencies in Richmond send interbranch requests directly to the Richmond regional office, which administers the Richmond reserve collection (RR). In Manhattan, all agencies send reserve forms to the IBL office. In the Bronx, 13 agencies send their reserves to the Bronx regional office located, together with the Bronx reserve collection (EX), in the Fordham agency. Seventeen Bronx agencies send reserves to the IBL office. One of the 17, the Fordham agency, first searches requests directly in the Bronx reserve collection. If the book is not on the shelf, this agency then sends its reserve forms to the IBL office.

At the Richmond regional office, which is located in the St. George agency, all reserve forms received are tallied according to the requesting agency. A clerk then checks the combined Richmond reserve collection and St. George agency catalog. If the requested title is in the catalog, the regional collection and agency shelf lists are searched to ascertain specifically which of the two collections contains the desired title. After the shelf list check, the appropriate shelves are searched to see if the book is currently available. If the book is located, it is prepared for shipping and sent to the requesting agency.

---

[1] The desired book may be at the bindery, missing in inventory or missing in circulation.

If the book is not on the shelves, the circulation file is checked. If the book is on loan, it is reserved by RR. If it is overdue, the Richmond regional office may send the reserve form to the IBL office by U.S. mail.

The order file is checked whenever the title is not listed in the catalog. If the title is on order, the clerk clips the reserve form to the order slip, reserves the title and notifies the requesting agency. If the book is not on order, the reserve form is sent to the IBL office by U.S. mail. This is done daily, the quantity of reserve forms varying from a few to 20. There is system delivery service to and from Manhattan twice a week, at which times requests originating in Richmond that have been filled by the IBL office are delivered to the requesting agencies.

Since the Richmond regional office has no record of the holdings of agencies on Staten Island, interbranch loan requests are occasionally sent to the IBL office when they could have been filled by a Richmond agency.

Request forms from 13 Bronx agencies are delivered to the Bronx regional office by way of the 42nd Street shipping room. Each request received is searched in the regional collection catalog. If the title is held by EX, the collection's shelves are checked. If the desired book is on the shelves the book is charged to the requesting agency and prepared for shipping. The system truck delivers these books to the 42nd Street shipping room where the material is sorted into bins according to receiving agency. When the requesting agency receives the book requested, it notifies the patron.

If EX holds the title, but it is not on the shelf, a clerk checks the book card file to locate the book. If the book is filling a reserve in an agency, the request form is filed behind the book card. EX waits until the book is returned, and at that time processes the request. Requests for books which are overdue at EX, however, can be sent to the IBL office. If the desired book is on loan to an agency, but not filling a reserve, EX fills out a recall slip and sends it to the agency. The recall slip is delivered to the central shipping room, sorted, and delivered to the branch holding the book on loan.

Whenever the requested title is not held in the Bronx regional collection, the interbranch request form is sent by truck to the IBL office.

Most of the interbranch loan requests originating at agencies are sent directly to the IBL office. Seventeen agencies in the Bronx and 35 agencies in Manhattan follow this procedure.

Each day, as request forms arrive at the IBL office, they are alphabetized and counted. The forms are then divided into packs for searching in the union catalog. Full-time personnel get 70 cards to check, and part-time personnel, 35 cards to check. If the title is found in the union catalog, the agencies holding each title are indicated on the reserve form. When a request is for a title which has been cataloged for reference only or juvenile only, the reserve form is returned to the requesting agency, which notifies the patron accordingly.

When the requested title is held at the Manhattan regional collection and is on the shelves, it is prepared for shipping and sent to the requesting agency. If the book is not on the CN shelves, and the title is held at the Bronx regional collection (EX), the reserve form is sent to EX for shelf search. If the request is from a Bronx agency sending its requests directly to the IBL office, EX will reserve the request if the book is not on its shelves. If the request originated at a Bronx agency which sends its requests directly to EX (the latter having dispatched it to IBL), EX will return the reserve form to the IBL office if the title is still not available on its shelves.

The foregoing steps refer only to titles which are approximately older than one year. The IBL office will generally not pass along any requests for newer books since it is felt that such titles are probably in heavy demand throughout the system. This rule is not rigid, however, since it may be related to the copyright data or, alternatively, the date on which the title was secured for the system. In general, it applies to "newer" books, which are more likely to be in heavy demand.

If the requested title is not on the CN shelves, not held or available at EX and is older than a year, the IBL office telephones up to three holding agencies in an effort to locate a copy. If the book is available on one of these agencies' shelves, it is prepared for shipping and sent to the requesting agency. If the title is not on the shelves of any of the three agencies, the IBL office places a reserve for the title at the third agency called. When the book is returned to this agency it is forwarded to the requesting agency, which notifies the patron. At times, the reserving agency may discover that the book is overdue, at the bindery, or that it is otherwise unavailable to fill the reserve that has been placed on the title. Whenever this proves to be the case, the agency librarian is responsible for informing, in writing, the IBL office of the agency's inability to fill the telephoned reserve. Upon receipt of such notice, the IBL office telephones a reserve order to another agency holding the requested title.

Whenever the requested title is not held in the CN collection, the IBL office also telephones up to three agencies, asking them to perform an immediate shelf check. If the book is available at one of these agencies, the agency prepares it for shipping and sends it to the requesting agency. If the book is not located, the IBL office telephones a reserve to a fourth holding agency. The procedures followed at this reserving agency, either when the book is returned to fill the reserve or when the agency wishes to cancel the reserve it has received from the IBL office, are as described above.

Those titles not found in the initial search of the union catalog are checked against the Manhattan regional collection (CN) order file. If the title is on order and the requesting agency is in Manhattan, the IBL office will reserve the ordered title to fill the request. If the requesting agency is not in Manhattan, the IBL office will determine if the title is on order at the other regional collections or at any agency. If it is, the reserve will be placed with a regional office or agency. A requested title not on order other than at the Manhattan regional collection will be reserved there.

When a requested title is not listed in the CN order file, it is put aside for professional rechecking. Rechecking involves a number of steps intended to disclose the status of a particular title. It is a time consuming operation which can take a number of days to perform completely. This rechecking may reveal any of the following: the title has been purchase deferred; has been passed and not ordered; is on order for the Book Order Office; is being reviewed; or is being passed.

The particular reason for the unavailability of the title is indicated on the back of the request form and the form is returned to the requesting agency. If the title is on order, the requesting agency holds the reserve form for reactivation at a later date. If the requested title cannot be borrowed and is not to be ordered, the original reserve postal is returned to the reader notifying him that the desired title is currently unavailable in the system.

Faced with heavy demand for a particular title and/or unavailability of the Manhattan regional collection's copies of the desired book, the IBL office may order or reorder any title for the Manhattan regional collection. The practice has been to order an additional copy for every five requests accumulated for a title.

During the processing of a request for a title that is not located in the search of the CN shelves, the IBL office may attempt any of the aforementioned steps a second time, such as sending the request to the regional collections for shelf checking or telephoning agencies. This is done in the hope that a copy of the desired title has been returned to one of the regional collections or agencies in the interval following the initial search of the shelves there.

Subject Requests

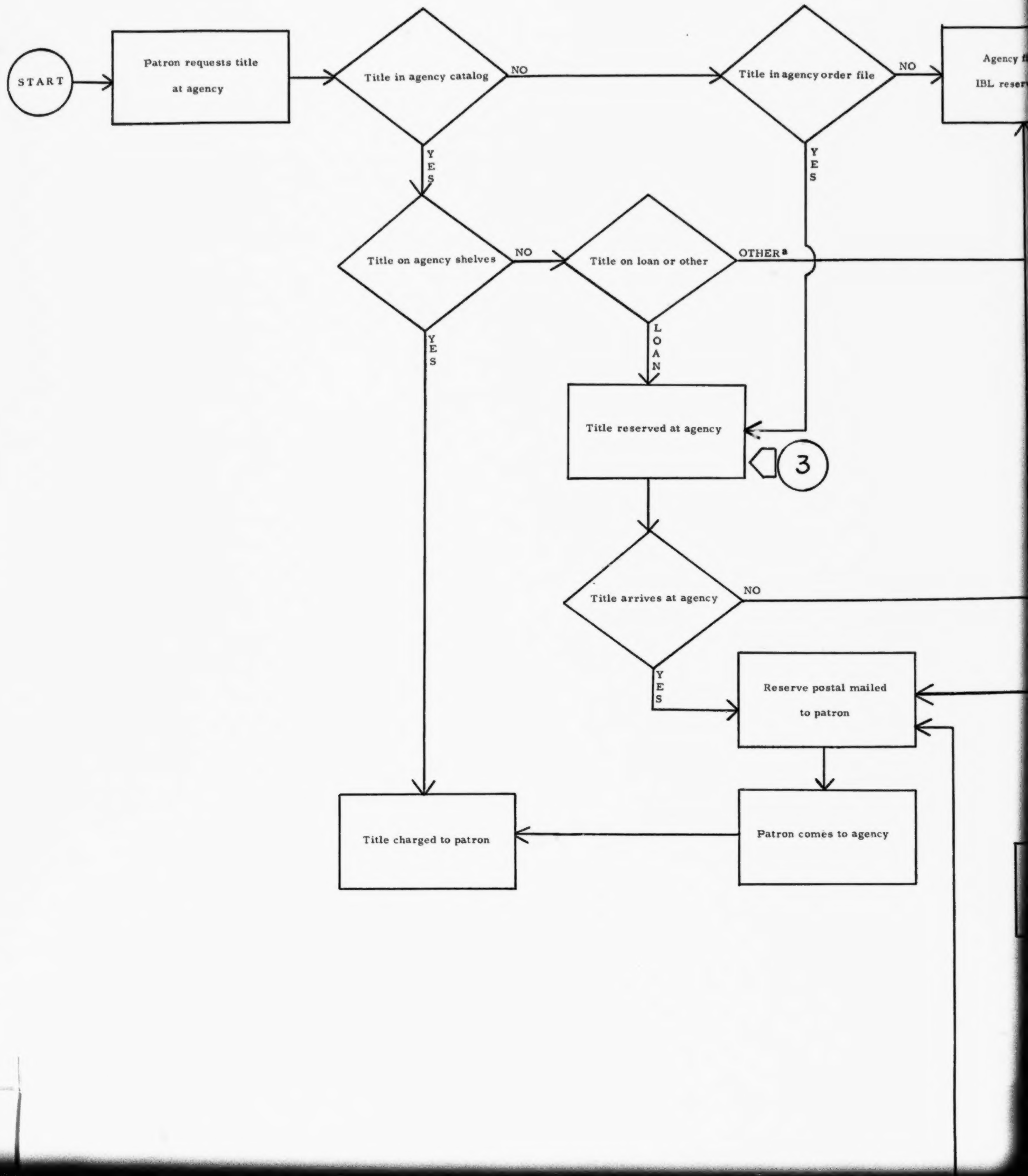
The IBL office, relying on the Manhattan regional collection, handles the major portion of subject requests received within the system. During 1965, 1,778 request forms containing subject inquiries were sent to the IBL office. Professional librarians perform the procedures required to fill such requests for materials.

Upon receipt of a subject request, the IBL office checks the appropriate union catalog subject entry. If the subject is not listed as such in the catalog, relevant indexes, such as Publishers' Weekly, are reviewed to ascertain appropriate titles in the requested subject area. Once specific titles are identified, a search is performed to determine whether or not the Manhattan regional collection holds the titles and, if so, whether they are on the CN shelves. Books located on the shelves are examined for their applicability to the particular subject request. Titles fulfilling the request are sent to the requesting agency.

If a title listed in the union catalog or in one of the various indexes employed is not held at CN or is not on the CN shelves, the IBL office telephones the regional collection or agency holding the title to determine if it is available at the time. A title so located is examined by the holding agency for applicability to the request. If the title appears to fulfill the subject request, the IBL office asks that the book be sent to the requesting agency.

Foreign Language Title Requests

Requests for foreign language titles are handled by a professional in the IBL office who specializes in such books. For the most part, these requests are filled from the Manhattan regional collection and the Donnell foreign language collection.


START
Patron requests title at agency
Title in agency catalog
NO
YES
Title in agency order file
NO
YES
Agency f
IBL reser
Title on agency shelves
NO
YES
Title on loan or other
OTHER a
LOAN
Title reserved at agency
3
Title arrives at agency
NO
YES
Reserve postal mailed to patron
Patron comes to agency
Title charged to patron

SYST

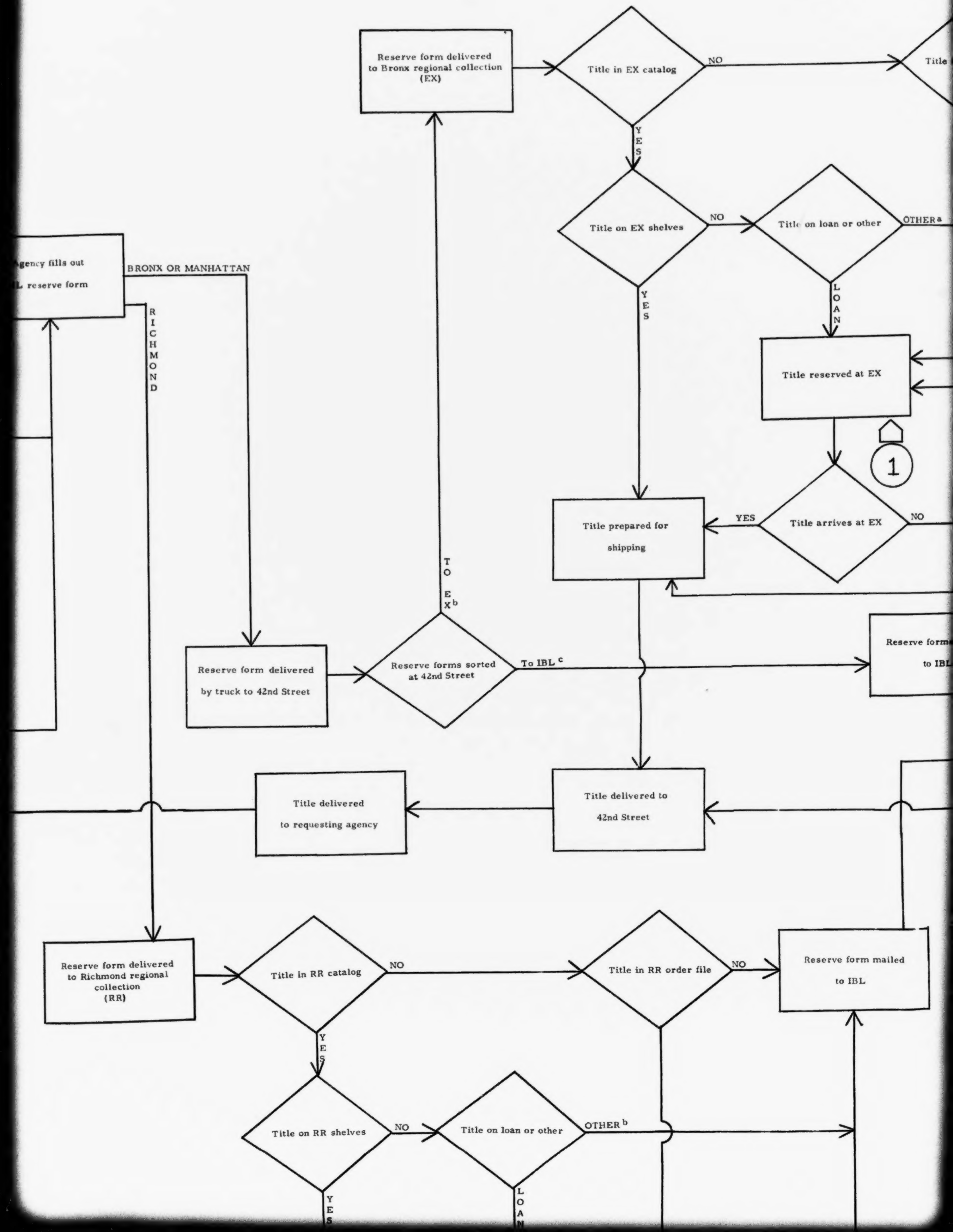
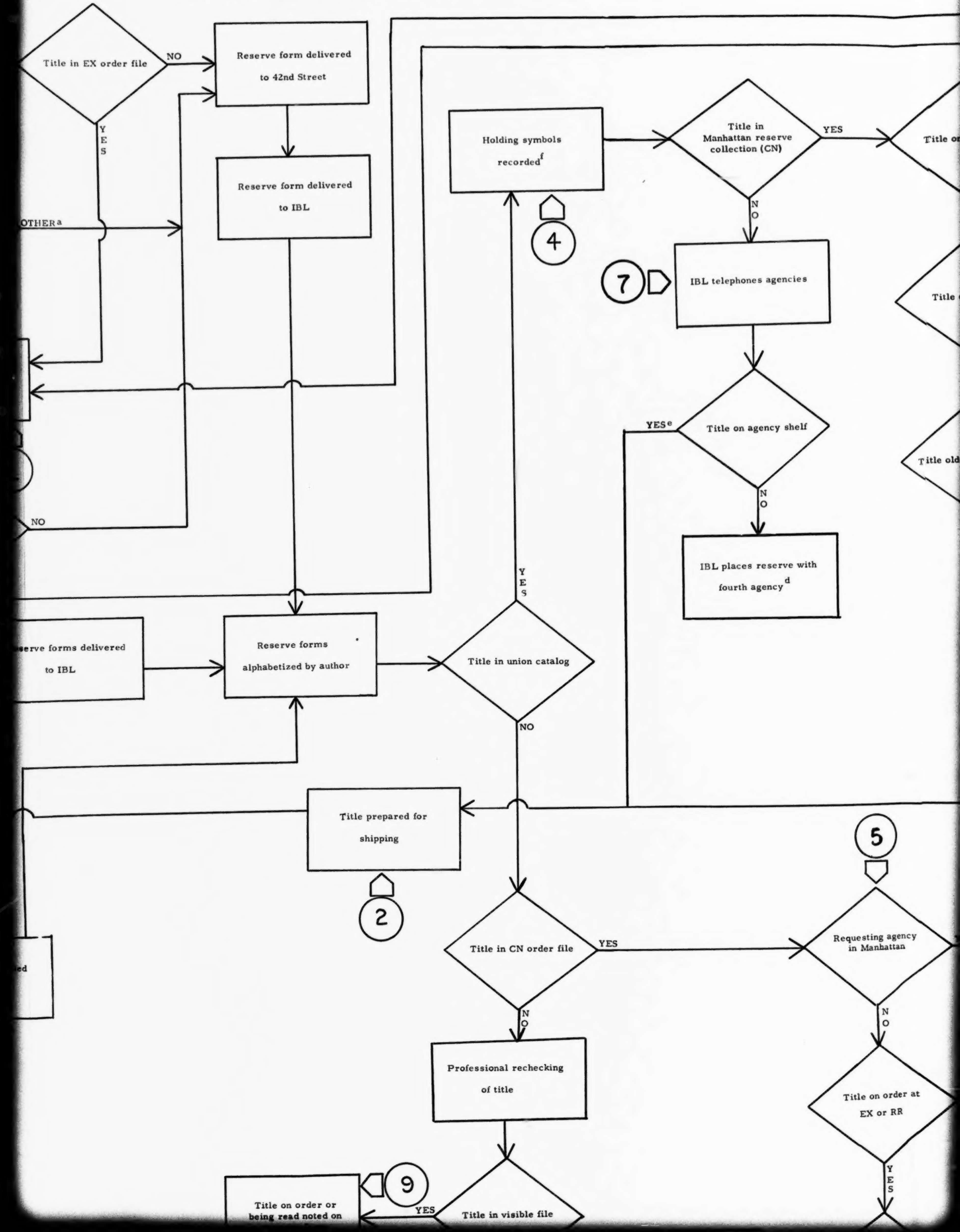
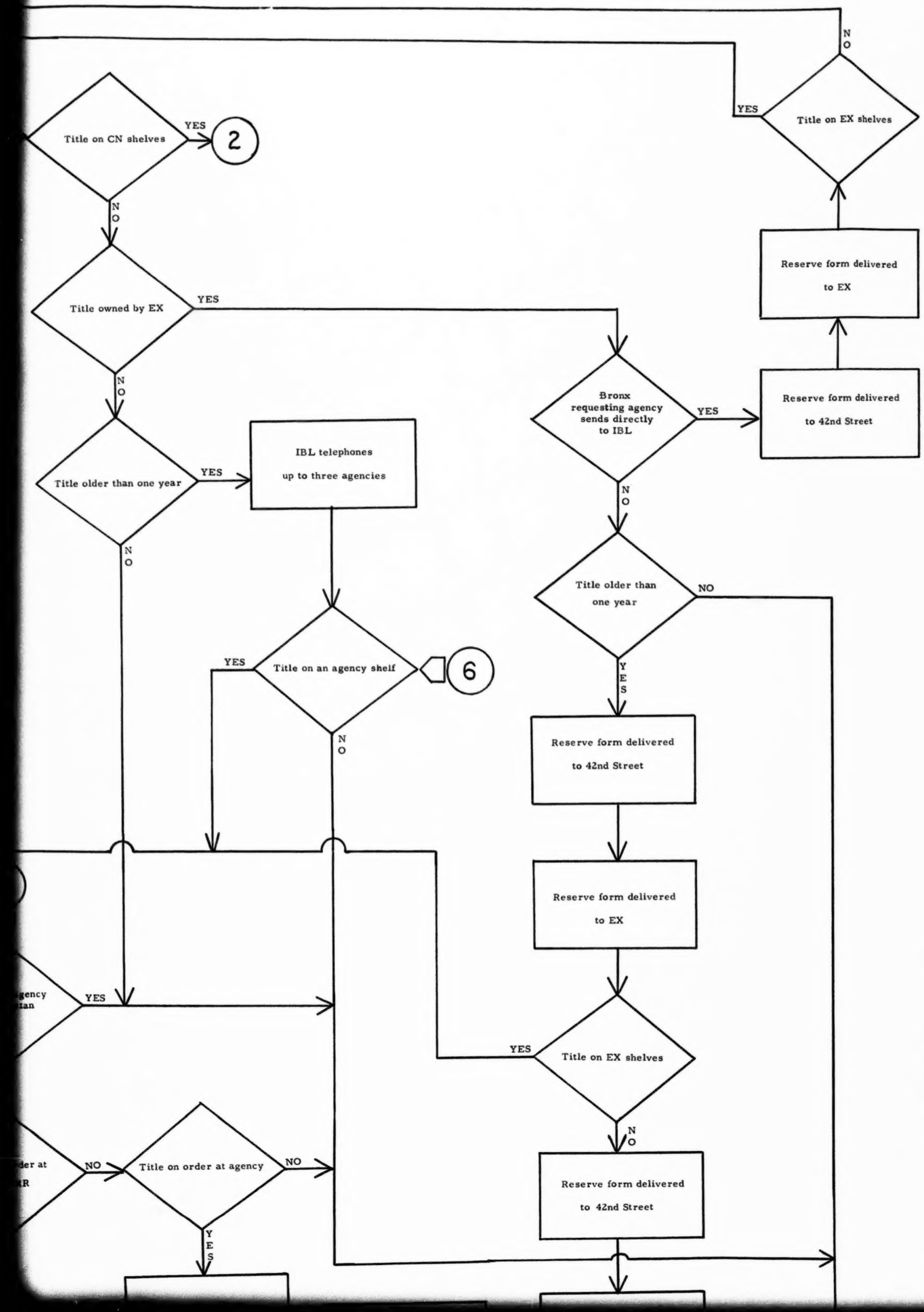

Reserve form delivered to Bronx regional collection (EX)
Title in EX catalog
NO
Title
YES
Title on EX shelves
NO
Title on loan or other
OTHER a
Agency fills out
IL reserve form
BRONX OR MANHATTAN
RICHMOND
YES
LOAN
Title reserved at EX
1
Title prepared for shipping
YES
Title arrives at EX
NO
TO EX b
Reserve form delivered by truck to 42nd Street
Reserve forms sorted at 42nd Street
To IBL c
Reserve form
to IBL
Title delivered to requesting agency
Title delivered to 42nd Street
Reserve form delivered to Richmond regional collection (RR)
Title in RR catalog
NO
Title in RR order file
NO
Reserve form mailed to IBL
YES
Title on RR shelves
NO
Title on loan or other
OTHER b
YES
LOAN

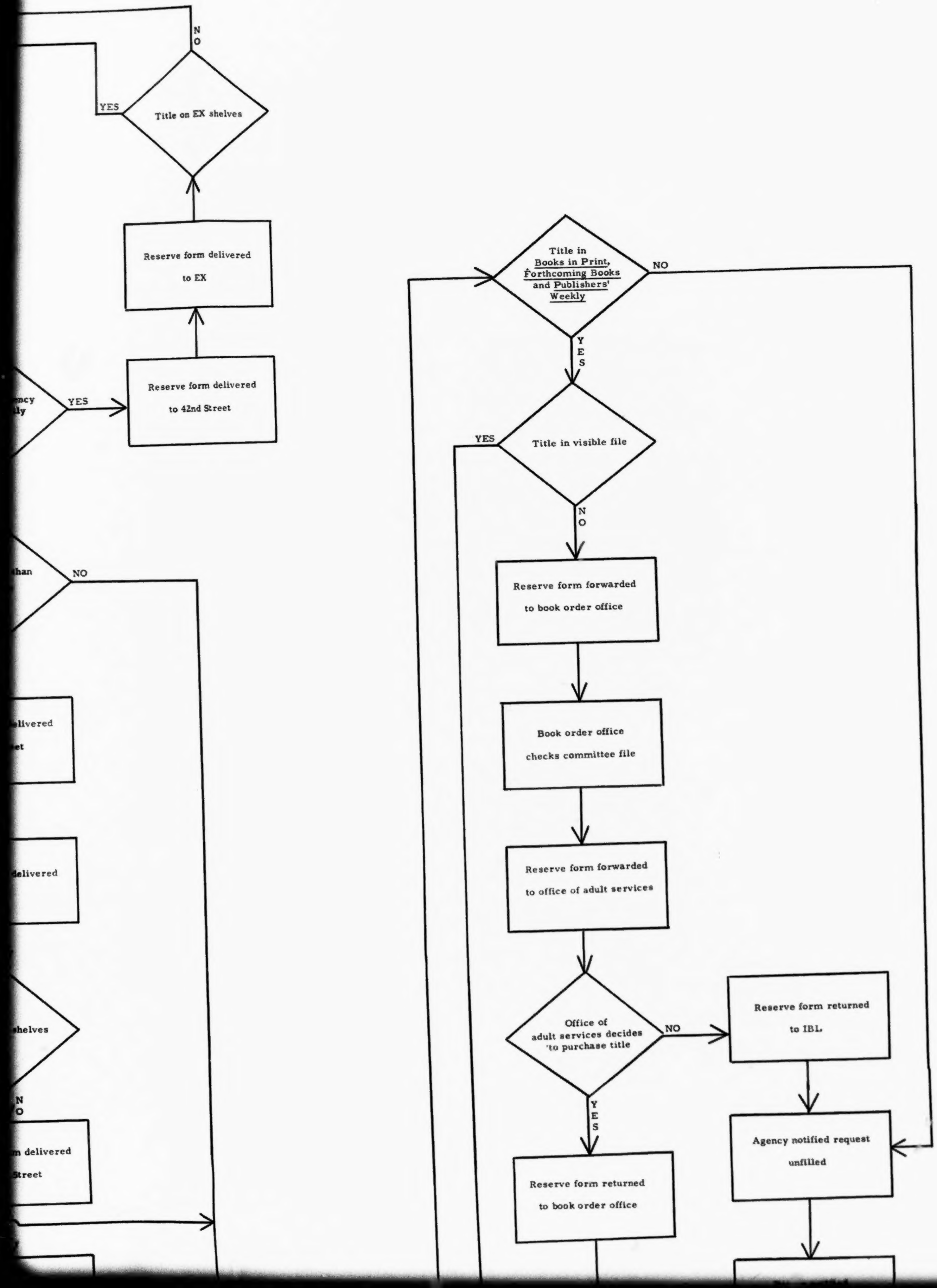
Chart C

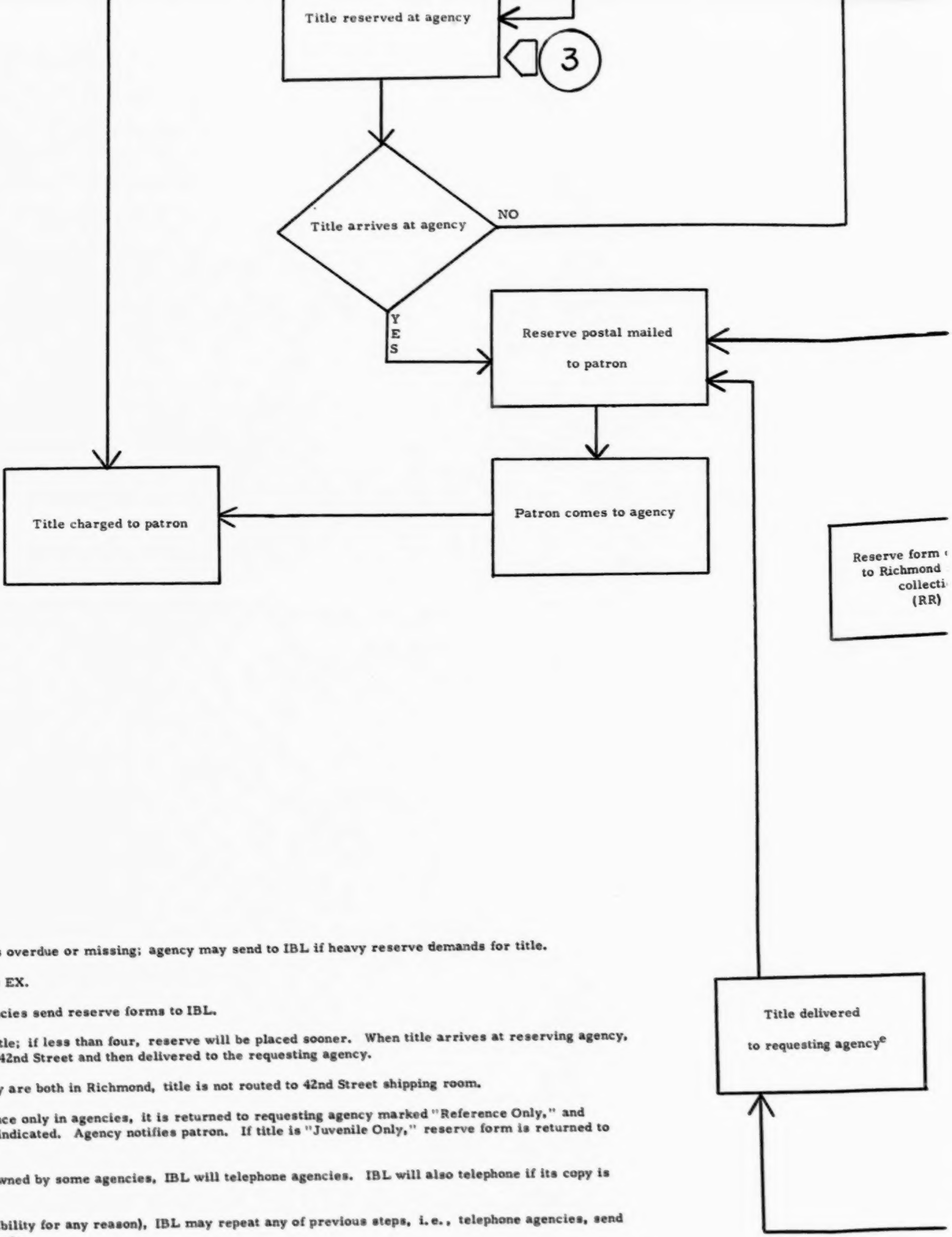
SYSTEM FLOW—AUTHOR/TITLE REQUESTS

The New York Public Library


Title in EX order file
NO
YES
Reserve form delivered to 42nd Street
Reserve form delivered to IBL
OTHER[a]
NO
Holding symbols recorded[f]
4
Title in Manhattan reserve collection (CN)
YES
NO
Title o
7
IBL telephones agencies
Title
Title on agency shelf
YES[e]
NO
Title old
IBL places reserve with fourth agency[d]
YES
eserve forms delivered to IBL
Reserve forms alphabetized by author
Title in union catalog
NO
Title prepared for shipping
2
5
ied
Title in CN order file
YES
Requesting agency in Manhattan
NO
NO
Professional rechecking of title
Title on order at EX or RR
YES
9
Title on order or being read noted on
YES
Title in visible file


Title on EX shelves
NO
YES
Title on CN shelves
YES
2
NO
Title owned by EX
YES
NO
Reserve form delivered to EX
Bronx requesting agency sends directly to IBL
YES
Reserve form delivered to 42nd Street
NO
Title older than one year
YES
IBL telephones up to three agencies
NO
Title older than one year
NO
YES
Title on an agency shelf
YES
6
NO
Reserve form delivered to 42nd Street
Reserve form delivered to EX
gency
tan
YES
YES
Title on EX shelves
NO
der at
R
NO
Title on order at agency
NO
YES
Reserve form delivered to 42nd Street


NO
YES
Title on EX shelves
Reserve form delivered to EX
ncy
lly
YES
Reserve form delivered to 42nd Street
han
NO
livered
et
delivered
shelves
NO
m delivered
Street
Title in Books in Print, Forthcoming Books and Publishers' Weekly
NO
YES
YES
Title in visible file
NO
Reserve form forwarded to book order office
Book order office checks committee file
Reserve form forwarded to office of adult services
Office of adult services decides to purchase title
NO
Reserve form returned to IBL
YES
Agency notified request unfilled
Reserve form returned to book order office



a Agency, EX or RR sends to IBL if title is overdue or missing; agency may send to IBL if heavy reserve demands for title.

b 13 Bronx agencies send reserve forms to EX.

c 17 Bronx agencies and 35 Manhattan agencies send reserve forms to IBL.

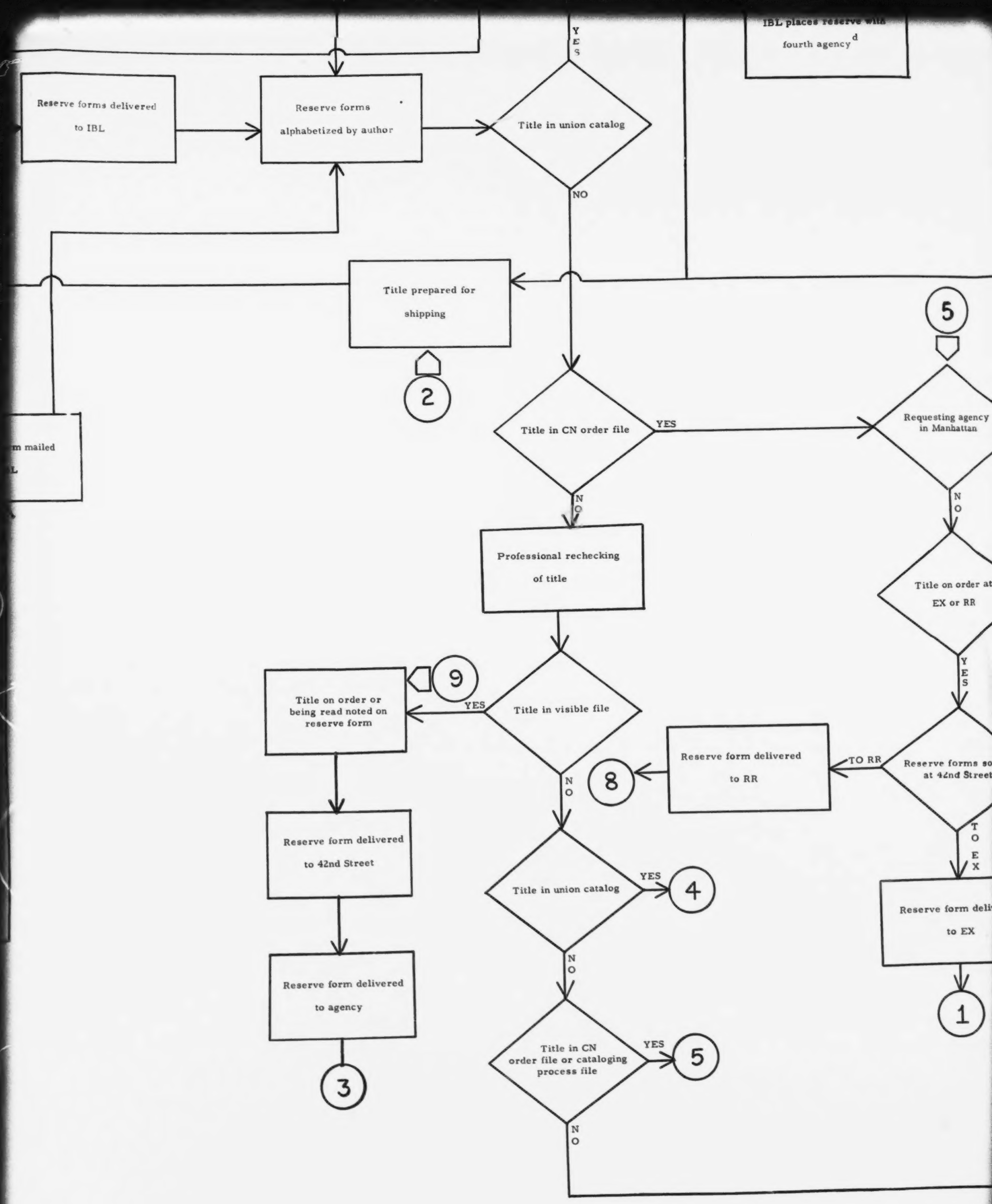
d Depends on number of agencies owning title; if less than four, reserve will be placed sooner. When title arrives at reserving agency, it is prepared for shipping, delivered to 42nd Street and then delivered to the requesting agency.

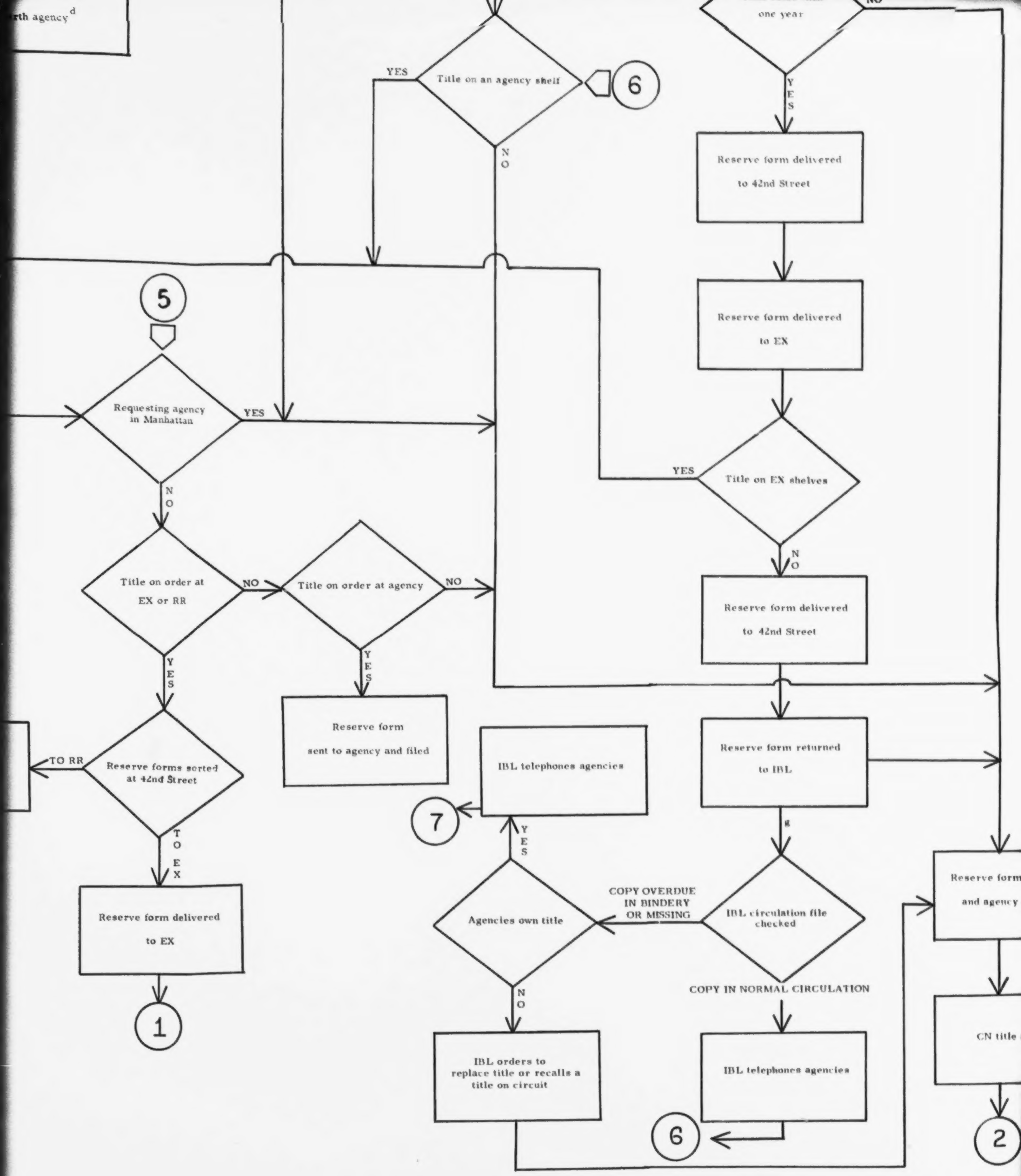
e When requesting agency and donor agency are both in Richmond, title is not routed to 42nd Street shipping room.

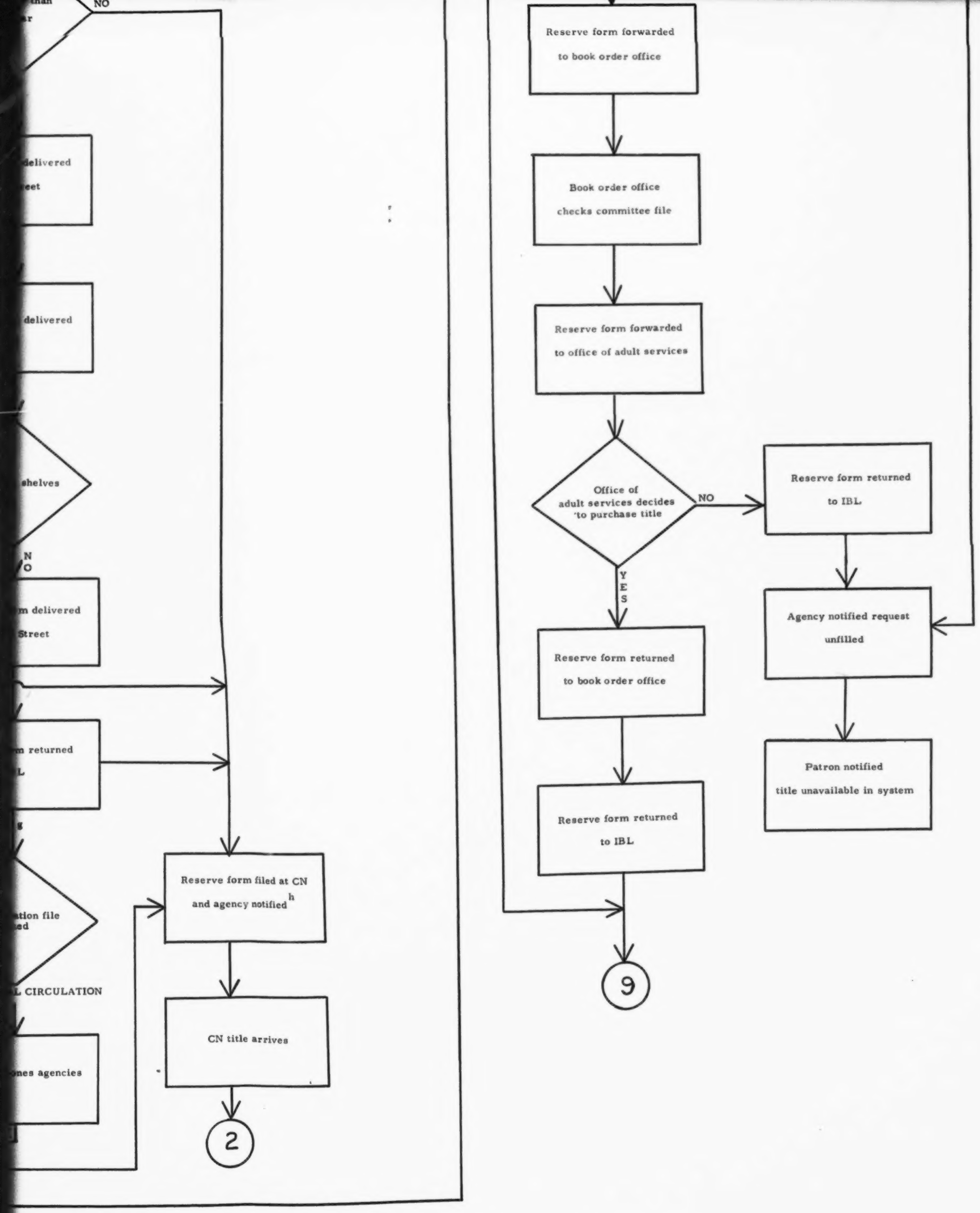
f If reserve form for title which is reference only in agencies, it is returned to requesting agency marked "Reference Only," and agencies in borough which have title are indicated. Agency notifies patron. If title is "Juvenile Only," reserve form is returned to requesting agency and patron is notified.

g If request is for an older title which is owned by some agencies, IBL will telephone agencies. IBL will also telephone if its copy is missing or overdue.

h Depending on status of CN copy (unavailability for any reason), IBL may repeat any of previous steps, i.e., telephone agencies, send reserve form back to EX, reorder title, etc.


IBL places reserve with fourth agency d
YES
Reserve forms delivered to IBL
Reserve forms alphabetized by author
Title in union catalog
NO
Title prepared for shipping
2
m mailed
L
5
Title in CN order file
YES
Requesting agency in Manhattan
NO
NO
Professional rechecking of title
Title on order at EX or RR
YES
9
Title on order or being read noted on reserve form
YES
Title in visible file
NO
8
Reserve form delivered to RR
TO RR
Reserve forms so at 42nd Street
TO EX
Reserve form delivered to 42nd Street
Title in union catalog
YES
4
Reserve form deli to EX
NO
Reserve form delivered to agency
1
Title in CN order file or cataloging process file
YES
5
3
NO


rth agency d
one year
NO
YES
Title on an agency shelf
6
NO
YES
Reserve form delivered to 42nd Street
Reserve form delivered to EX
5
Requesting agency in Manhattan
YES
NO
YES
Title on EX shelves
NO
Title on order at EX or RR
NO
Title on order at agency
NO
YES
YES
Reserve form delivered to 42nd Street
TO RR
Reserve forms sorted at 42nd Street
Reserve form sent to agency and filed
IBL telephones agencies
Reserve form returned to IBL
7
YES
TO EX
g
Reserve form
and agency
Reserve form delivered to EX
Agencies own title
COPY OVERDUE IN BINDERY OR MISSING
IBL circulation file checked
NO
COPY IN NORMAL CIRCULATION
1
CN title
IBL orders to replace title or recalls a title on circuit
IBL telephones agencies
6
2


than
ar
NO
delivered
eet
delivered
shelves
N
O
m delivered
Street
m returned
L
g
ation file
ed
L CIRCULATION
ones agencies
Reserve form filed at CN and agency notified h
CN title arrives
2
Reserve form forwarded to book order office
Book order office checks committee file
Reserve form forwarded to office of adult services
Office of adult services decides to purchase title
NO
YES
Reserve form returned to IBL
Agency notified request unfilled
Patron notified title unavailable in system
Reserve form returned to book order office
Reserve form returned to IBL
9

INTERBRANCH LOAN COMMUNICATIONS

Interbranch loan request forms are delivered from requesting agencies to the regional and IBL offices by library owned trucks. Four truck routes provide most agencies with daily weekday service. Route #1 covers part of Manhattan; route #2, part of the Bronx; route #3, parts of the Bronx and Manhattan; and, route #4 services Richmond.

All interbanch request forms, placed in addressed envelopes, are picked up at Bronx and Manhattan agencies and arrive in the 42nd Street shipping room each morning. There, envelopes containing the reserve forms are sorted and delivered to either the Bronx regional office or the IBL office. In Richmond, nearly all agencies are serviced by a daily truck delivery. Request forms from these agencies are delivered by truck to the Richmond regional office. The Richmond regional office uses U.S. mail to send its reserve forms to the IBL office, whereas request forms being routed between the IBL office and the Bronx regional office are sent by system truck.

The telephone is employed in filling interbranch loan requests by the IBL office to reserve titles at agencies or the regional collections. The IBL office also telephones EX or RR for certain books which might satisfy subject requests.

All books which are being interbranch loaned are delivered to and from requesting agencies by the system's truck fleet. This delivery service is daily except between Manhattan and Richmond where twice-a-week service is provided. Nearly all deliveries to and from requesting agencies must pass through central shipping at 42nd Street for sorting.

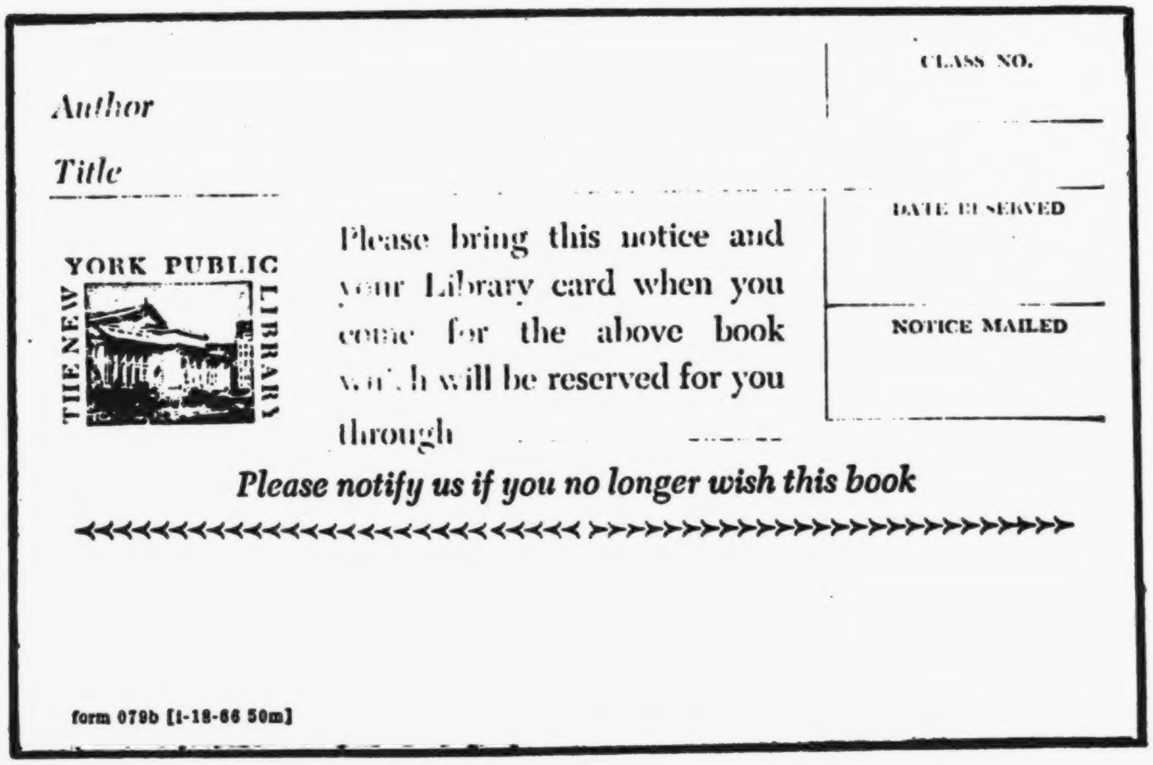
TIME REQUIRED TO FILL INTERBRANCH LOAN REQUESTS

In general, patrons are told that a title requested on interbranch loan should not be expected for two to three weeks. Moreover, when a title on request has to be reserved, or when a particular request necessitates extensive professional rechecking it can take as long as six months for a patron in any of the three boroughs to procure the desired book.

Overdue books are often a cause of delay in filling requests. Because of mechanical checkouts and centralized film processing, it takes a minimum of eight weeks after a patron borrows a book before the book can be traced and the patron sent an overdue notice. Insufficient staff for thorough catalog and file checking also appears to hinder the process of filling interbranch loan requests. Finally, the routing of all material to and from the 42nd Street shipping room can, in some instances, add days to the total time required to fill a request.

FORMS USED IN INTERBRANCH LOAN

1. The Reserve Postal. The reserve postal, addressed by the patron to himself, is sent by the requesting agency to notify him of the disposition of his request.



Author

Title

THE NEW YORK PUBLIC LIBRARY

Please bring this notice and your Library card when you come for the above book which will be reserved for you through

CLASS NO.	
DATE RESERVED	
NOTICE MAILED	

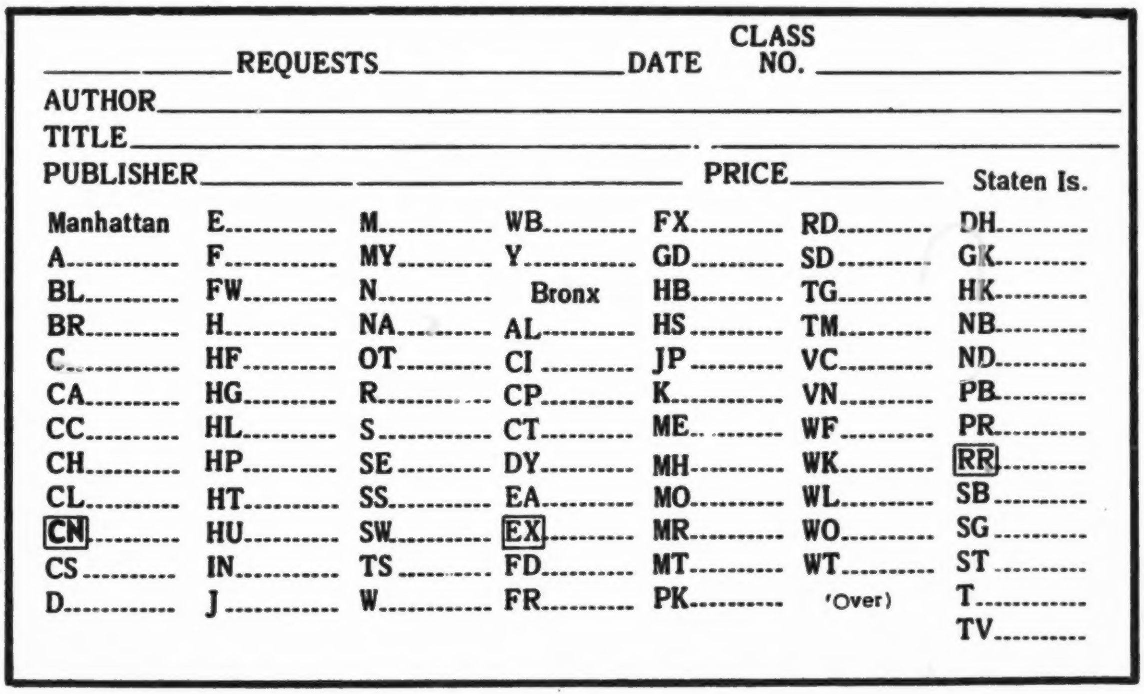
Please notify us if you no longer wish this book

<<<<<<<<<<<<<<<<<<<<<<<<<<<<<< >>>>>>>>>>>>>>>>>>>>>>>>>>>>>

form 079b [1-18-66 50m]

2. Interbranch Loan Reserve Form. This two page form is prepared for all interbranch loan requests. If the desired title is not immediately available and must be reserved to fill the request, the second page of the form is forwarded to the requesting agency indicating which agency or collection has placed the reserve.

Page 1 - FRONT



__________ REQUESTS ______________ DATE CLASS NO. ______________

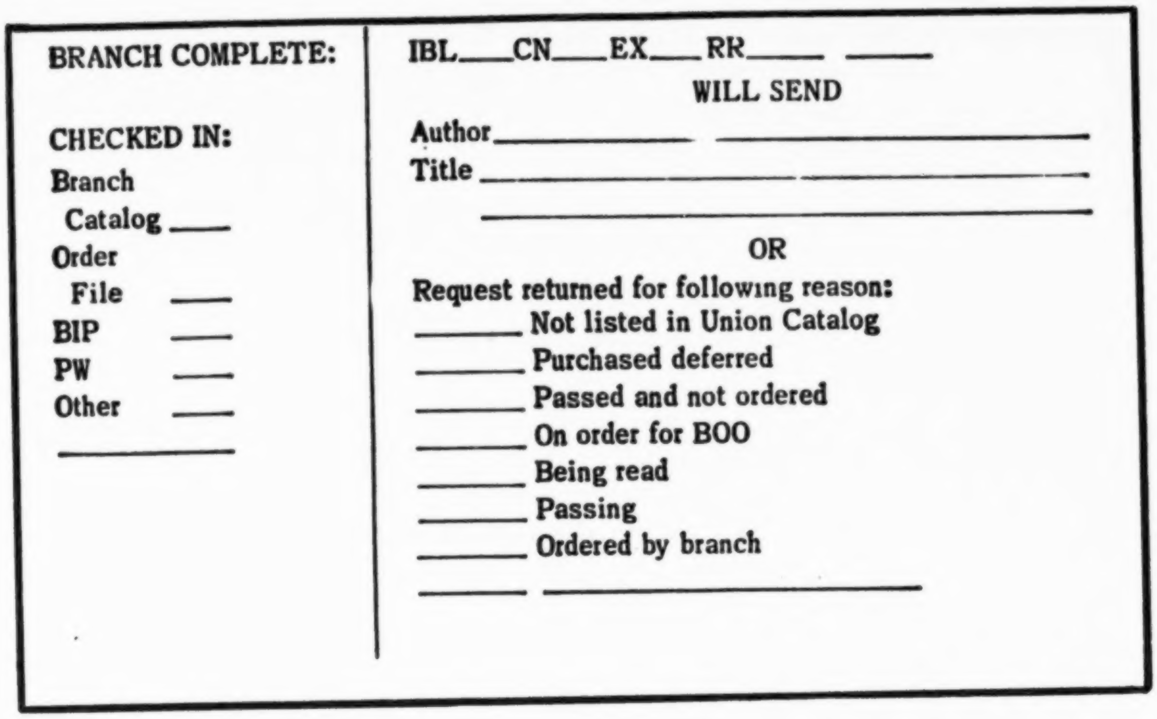
AUTHOR ______________________________

TITLE ______________________________

PUBLISHER ______________ PRICE __________

						Staten Is.
Manhattan	E..........	M..........	WB..........	FX..........	RD..........	DH..........
A..........	F..........	MY..........	Y..........	GD..........	SD..........	GK..........
BL..........	FW..........	N..........	Bronx	HB..........	TG..........	HK..........
BR..........	H..........	NA..........	AL..........	HS..........	TM..........	NB..........
C..........	HF..........	OT..........	CI..........	JP..........	VC..........	ND..........
CA..........	HG..........	R..........	CP..........	K..........	VN..........	PB..........
CC..........	HL..........	S..........	CT..........	ME..........	WF..........	PR..........
CH..........	HP..........	SE..........	DY..........	MH..........	WK..........	RR..........
CL..........	HT..........	SS..........	EA..........	MO..........	WL..........	SB..........
CN..........	HU..........	SW..........	EX..........	MR..........	WO..........	SG..........
CS..........	IN..........	TS..........	FD..........	MT..........	WT..........	ST..........
D..........	J..........	W..........	FR..........	PK..........	(Over)	T..........
						TV..........

Page 1 - BACK

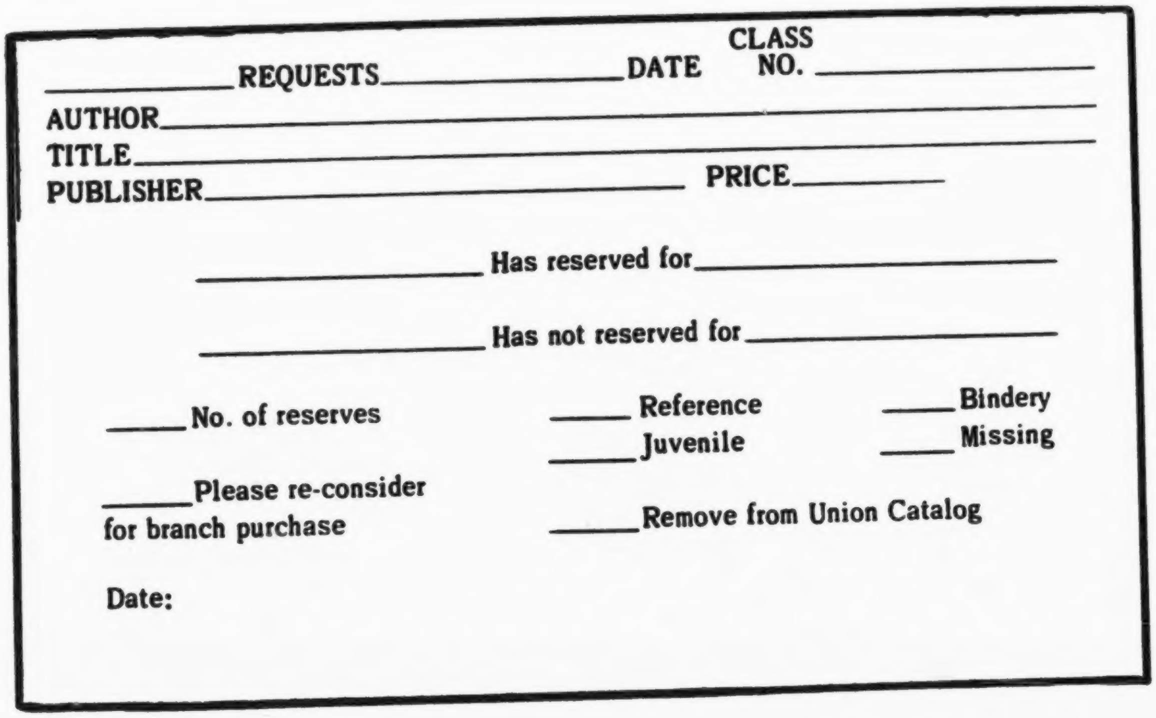


BRANCH COMPLETE:

CHECKED IN:
Branch
Catalog ____
Order
File ____
BIP ____
PW ____
Other ____
____

IBL____ CN____ EX____ RR____ ____
WILL SEND
Author____________ ____________
Title____________ ____________
____
OR
Request returned for following reason:
______ Not listed in Union Catalog
______ Purchased deferred
______ Passed and not ordered
______ On order for BOO
______ Being read
______ Passing
______ Ordered by branch
______ ____________

Page 2



__________ REQUESTS__________ DATE CLASS NO. __________
AUTHOR____________________
TITLE____________________
PUBLISHER____________________ PRICE__________

__________ Has reserved for__________

__________ Has not reserved for__________

_____ No. of reserves
_____ Reference
_____ Juvenile
_____ Bindery
_____ Missing

_____ Please re-consider for branch purchase
_____ Remove from Union Catalog

Date:

INTERLIBRARY LOAN REQUESTS

As has previously been indicated, the volume of interlibrary loans processed by the system for its patrons is negligible. During 1965, the library filled 34 of the 150 requests it received from sources outside the system for material on interlibrary loan. Many of the unfilled requests were for non-circulating materials held by the library.

TELEPHONE CALLS TO UNION CATALOG

Although the library maintains a service enabling patrons to make telephone calls directly to the union catalog for general as well as specific holdings information, statistics are not kept on the number of such calls. However, the staffing required to provide this service is extensive[1] and library personnel estimate that tens of thousands of such inquiries are received each year. They believe that special libraries and students constitute the source of at least half the calls received.

Since the public has direct access to the system's union catalog, patrons are free to make in-person searches for the desired information.

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[1] The library provides 22 man-hours per day of telephone service to answer union catalog inquiries.

Appendix D

INTERSYSTEM LOAN POTENTIAL

In the course of the study an attempt was made to ascertain the percentage of author/title requests unfilled in each system because the desired titles were not held which could be filled if all such requests were, as a matter of routine, sought in the other two systems before being returned to the requesting patrons. This analysis excluded the intersystem loan potential associated with requests that are unfilled by each of the systems because the requested titles are held as reference material or because the titles, although listed in the union catalog, are determined in the course of processing the requests to be unavailable at the time. The results of the research are summarized in the last section of this appendix, beginning on page D-3. The discussions below detail the sampling procedures employed in each of the libraries in connection with this analysis.[1]

BROOKLYN PUBLIC LIBRARY SAMPLE

The Interbranch Loan librarian was asked by the contractor to provide a sample of unfilled author/title requests initiated in the system in the recent past. In response to this request, photocopies were made by the IBL staff of 93 unfilled request slips initiated within the six month period from October 1965 through March 1966. Of these unfilled requests, 82 represented titles not found in the system's union catalog. These 82 constituted the Brooklyn sample.

QUEENS BOROUGH PUBLIC LIBRARY SAMPLE

The contractor, collaborating with system personnel, made a list of 15 agencies representative of those in the system. In selecting these agencies, a number of factors were taken into account: total holdings of agency, total circulation of agency, socio-economic situation of area served by agency, and agency's location in the borough. The agencies selected were asked to submit their records of unfilled author/title requests for March 1965 through February 1966.[1]

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[1] It will be noted that the research methods used differ from system to system. These differences are the result of dissimilarities in the nature of the records maintained on unfilled interbranch loan requests in each of the libraries.

A systematic sample was selected from these records. The records were lined up and individual unfilled requests chosen at regular intervals throughout the entire grouping. Altogether 140 requests were picked. Of the 140 requests, 47 were unfilled for reasons other than that the title was not listed in the union catalog. For six items, the requests had actually been filled and the request forms had apparently been incorrectly filed among the unfilled requests. This left 87 titles for the sample of requests that were unfilled because the items were not held by the system at the time of the request.

THE NEW YORK PUBLIC LIBRARY SAMPLE

The 103 sample reserve forms for the system constitute the total number of reserve requests which were rechecked by the IBL office during the second week of April 1966.[2] These forms were furnished by the IBL office and were considered by them to be typical of those rechecked during any given week. For NYPL, therefore, the total sample as selected represented only titles not found in the system's union catalog.

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[1] This period was chosen because it was the last twelve-month period of normal operations for the system prior to the transfer to its new central building.

[2] Rechecking is done when a requested title is not originally located in the union catalog. All rechecking is done by professionals. A pilot study was conducted with the assistance of the IBL office during the month of April. Data were collected to determine both the daily number of reserve requests received by the IBL office and the percent of requests not found in the initial union catalog search and left for rechecking. During this period, 10% of the requests were not originally located in the union catalog. This figure agrees with the percentage of rechecking which IBL personnel have estimated for recent years.

SAMPLING RESULTS

The sample of requests from each of the systems was searched in the union catalogs of the other two systems. The overall results of these searches are shown in Table D.

The sampling procedure was not designed to determine for each sample the degree of overlap in the titles available at the two systems searched. It is believed, however, that this overlap is considerable. Thus, although 33% of the unfilled BPL requests searched were found in the QBPL union catalog and 50% were found in the NYPL catalog, these two percentages no doubt represent many of the same titles. The percent of the BPL sample titles available in the other two systems is assumed to be closer to 50% (the number found in NYPL) than to 83% (the sum of 33% found in QBPL and 50% found in NYPL). Nonetheless, as the table indicates, at least 50% of the titles in the BPL sample, 47% of the titles in the QBPL sample and 30% of the titles in the NYPL sample were potentially available for intersystem borrowing.

Of course, the existence of a circulating copy of a particular title in a system's union catalog does not insure that a copy of the book would be available on the shelves in the donor system at the time a request is received from the system wishing to borrow. In a trial conducted by two of the systems several years ago, it was found that from 25% to 50% of titles requested by one system and held by the other were, in fact, available for intersystem loan at the time of the request. Extrapolating from that finding, it is likely that 25% to 50% of titles potentially available for intersystem loan as indicated in the sampling would be actually available at the time requests are received. If the donor system were willing to place reserves in behalf of the requesting system whenever the requested titles were not immediately available, the overall percentage of requests that could be serviced through intersystem loan procedures would, naturally, be much higher than the range used here.

It appears from the sampling, therefore, that approximately 12% to 25% of the author/title requests unfilled in two of the systems because the titles were not held and 8% to 15% of the requests unfilled in the third system because the titles were not held could be filled if the libraries engaged in intersystem loaning as a backstop to their individual interbranch loan procedures.

Table D

SAMPLING TO DETERMINE NEW YORK CITY LIBRARIES' INTERSYSTEM LOAN POTENTIAL

Originating System	Sample Size	SEARCHED AT					
		BPL		QBPL		NYPL	
		Percent Available[1]	Percent Not Available[2]	Percent Available[1]	Percent Not Available[2]	Percent Available[1]	Percent Not Available[2]
BPL	82	—	—	33	67	50	50
QBPL	87	47	53	—	—	45	55
NYPL	103	30	70	17	83	—	—

[1] Available titles are those titles in the sample which had been cataloged by the system being searched and of which that system held one or more circulating copies.

[2] Not available titles are those titles in the sample which had either not been cataloged by the system being searched or which were held by the system being searched as reference only material.